Committee on IT Infrastructure (CITI)

September 7, 2004
Meeting Summary

CITI Attendees: Kathy Atchison, Jim Davis, Chris Foote, Tom Lifka, Steve Olsen, John Sandbrook, Glen Winans

Guests: Nick Reddingius (OIT), Mike Schilling (CTS), Marsha Smith (ATS), Esther Woo-Benjamin (OIT)

Agenda:

1) Reports

   a) CTS Procurements in progress

      Mike Schilling distributed a summary of CTS RFP Cost Savings from 7/1/03 to 8/31/04 that included RFPs for CATV, Network, and Voice services and equipment. The estimated savings total approximately $1.5 million.

   b) Academic Personnel System update

      The Dossier Action Tracking (DAT) Project extends the College’s existing Dossier System to include a module that will track Academic Personnel actions throughout their review process. Deployment of the DAT system is expected by end of this calendar year; 25% of funds have been spent; and 40% of the work has been completed.

   c) Reviews in progress

      • Student Records Database Rationalization (SR DbR) Project
         An annual comprehensive review is planned for November.

      • Enterprise Directory Identity Management Infrastructure (EDIMI) Project
         A Project Control Document and an Architecture Plan have been drafted and a technical review is being planned for October.

      • Degree Audit (DAUD) Replacement Project
         Functional Oversight Committee signoff on system development plans is pending. OIT and the project’s managers are evaluating whether a review is needed.
• **Security Breaches**  
  There have been 8 incidents; the last 3 have not involved a loss of sensitive information.

2) **Repositioning Information Technology Initiative**

This initiative proposes a nine month analysis to prioritize the categorical areas of greatest economic and functional potential for UCLA’s infrastructure practice with email, networking, data centers and security. Preliminary analysis indicates significant potential for cost savings and funding reallocation to 1) cover the continuing costs of the increasingly ‘commodity’ aspects of IT infrastructure, 2) minimize the funding drain on escalating infrastructure costs, 3) push resources toward department and end-user research, instruction and community partnership services, 4) rationalize IT expenditures and 5) better position for desired regional and institutional behaviors. The preliminary analysis was focused on email systems, email and network security, network infrastructure and data centers and was based on campus estimates of IT expenditures, models and common practice.

The proposed planning process for implementation of this initiative follows the established ‘ITPB Process’, with Executive Sponsorship, Functional Oversight Committee, standing IT committees to provide recommendations, and key stakeholder committees to include Executive Committee, Deans’ Council, Resource Allocation Advisory Group (RAAG) and a faculty stakeholder group. Assessment and validation will include external and internal reviews. Recommendations are targeted for Spring 2005. The Repositioning IT Overview and Process documents can be found at: [http://www.citi.oit.ucla.edu/documents.htm#September2004](http://www.citi.oit.ucla.edu/documents.htm#September2004).

The Functional Oversight Committee (FOC) is expected to be fully formed for final approval and appointment by the ITPB at its September 24th meeting. The IT Committees are documenting issues and concerns as input to the FOC and ITPB discussions. The following plans are proposed for FOC and ITPB approval.

**Email systems**: Administration (and Office of Information Technology/Academic Technology Services) is already proceeding this academic year with consolidating approximately 14 email systems, representing 30% of the campus. This project will serve as a significant campus demonstration to consider other email consolidation opportunities. Plans are in progress to make the Administration consolidation plan, analysis and experiences transparent.

**Network Infrastructure**: An external review team of 3-4 networking specialists is being proposed to provide a categorical analysis of UCLA’s network structure and operation and the priorities for consolidation in a university environment.

**Data Centers**: There is very little collective knowledge about campus data centers. There is a proposal for information gathering and preliminary analysis as one of
this year’s Professional Development Program (PDP) projects. This program offers the potential of 4 to 6 IT people who can in combination devote 15-20 hours per week on the project.

The Committee was in agreement with the initiative and general plans for analysis. It offered the following comments and suggestions:

- Email systems – part of the analysis should be an understanding of why so many different email systems were developed.
- What ‘reallocation’ means to the individual unit should be clarified (i.e. residual savings after contributing toward a regional service does not leave the individual unit; the unit still has control over the money it saves).
- It should be communicated that there is an expectation that managers have an obligation not only to their individual unit but also to participate in enterprise responsibilities. How to define the common good – clear enhancements or weakest links.
- Take an incremental approach; demonstrate a consolidation; make the analysis available for public examination; highlight the benefits.