Initial Thoughts and Impressions

Larry Conrad
AVC–IT and CIO
Core Values

• Honesty
• Creativity
• Initiative
• Partnership
• Leadership
• The power of ideas
• Win–win solutions
• Pragmatism
• Altruism/do–the–right–thing
• Delivering results
Initial Impressions...

...but First the Caveats

- Recall, this is only “Day Ten”
- I don’t know what I don’t know
- Initial impressions could be wrong...
Initial Impressions

- There are a lot of smart, capable people here
- There appear to be adequate resources for central IT
- There appears to be strong executive mgt. support
- I’m encouraged by the moves to “common good” funding
- We have an opportunity to reduce “silico” operations and sub-optimization on campus
  - e.g., I’m told there are ~100 ADs on campus!?
- We need greater coordination as an IT community
Initial Impressions

• We seem to have some policies that encourage sub-optimized behavior
  • e.g., charging for computer room space that is already paid for
• The campus info security risk profile is too high
• I’ve had a number of comments about a lack of transparency with respect to IST: budget, responsibilities, what the campus can rely on us to provide
Initial Assessment of Priorities

- Student System replacement
- Elevate Info Security to report to me and develop a new more comprehensive strategy
- Outreach to and improved coordination with the campus IT community
- Develop an IT governance structure
- Support OE success
- Assess state of the campus IT infrastructure
- Look for ways to better leverage current investments
- Do a better job telling our “story”
What You Can Expect From Me

• I was not hired to maintain the status quo…
• Transparency
• What-you-see-is-what-you-get
• No hidden agendas
• Problem-solver
• Bridge-builder
• “Ruthless prioritization”
• I may make some mistakes…but if I do, I’ll fix ‘em
• Have some fun—what we do is serious as a heart-attack…but let’s not have one while we’re doing it!
Finally: “It Takes a Village”

- We simply must work together with our distributed IT partners to deliver a quality set of services at the lowest cost possible
- For the most part, our customers don’t know or care who is providing IT services…they just want it all to work
- When IT doesn’t work…when our customers can’t do what they need to do…we all take the hit!