



## HLC Accreditation Evidence Document

**Title: Information Technologies Infographic**

**Office of Origin: Information Technologies**

**Description:** An infographic concerning the university's Information Technology department, giving an overview of the organization of the department including the recently establish position of Chief Information Officer.

Date: 2017

### MISSION

UNM IT provides effective and efficient information technologies and services to advance UNM's educational, research and service missions.

### VISION

UNM IT will partner strategically with the community of New Mexico's Flagship University to enable success without boundaries through innovative technologies and services aligned with its educational, research and service missions.



### IT DISTRIBUTION AT UNM



# Effective & Efficient IT

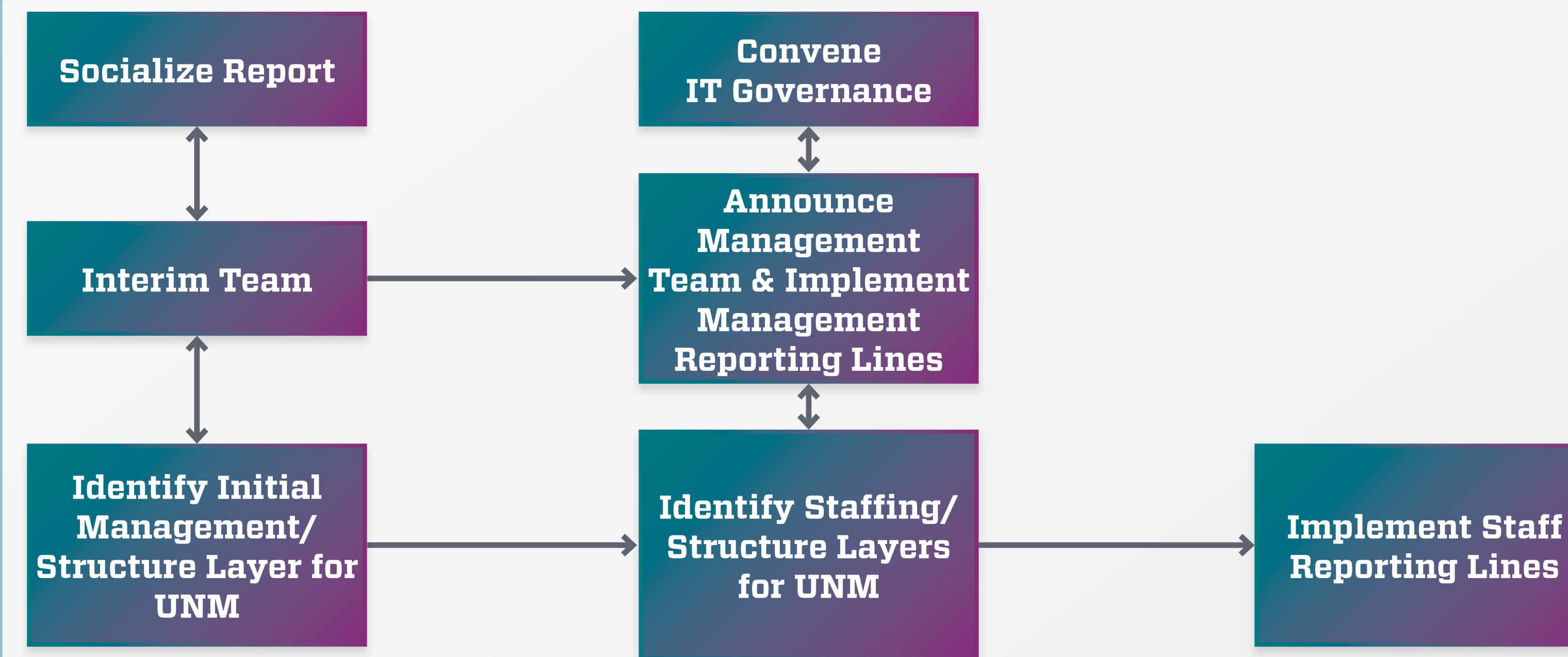
## A SUCCESSFUL APPROACH TO IT CONSOLIDATION

Duane Arruti, Chief Information Officer • Brian Pietrewicz, Deputy Chief Information Officer

### Action Plan

### Always Evolving

This high-level action plan involves the campus community in garnering feedback and setting the stage for the evolution of our IT services.



### Strategic Initiatives

#### Campus Outreach

Create **Campus Outreach and Engagement unit** and **Information Technology Officer** position as extension of CIO's office with Provost oversight to engage IT community through formalized lines of communication to ensure commodity and differentiated service delivery met area needs with capacity to focus and grow. Establish **IT Governance** and **Advisory Boards**.

#### Initiatives Defined by IT Officers

- FERPA compliant storage service using Microsoft SharePoint.
- Formalized working relationship between ITO team and Security/Network units.
- Set standards for managed lifecycle solutions, encryption standards, and volume purchasing.
- Adopt common support and workflow solutions.

### Job Descriptions

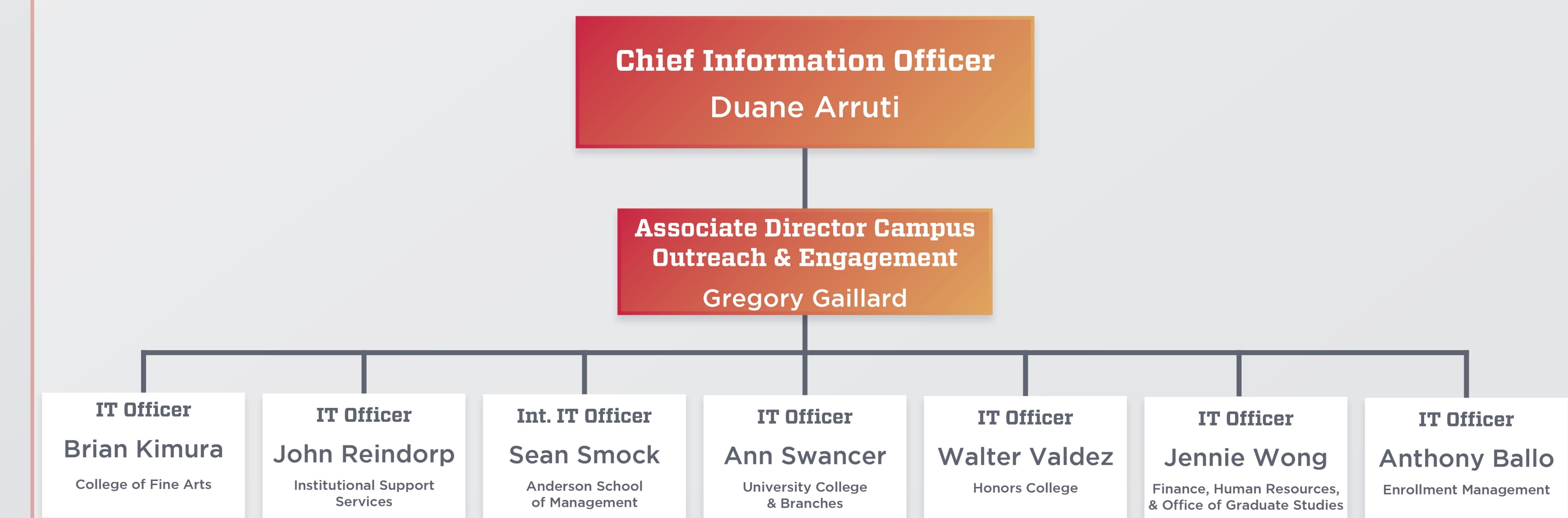
**IT Officers** manage the administration of IT services for one or more designated areas of the University, typically for a College, School, Branch campus or Administrative unit. IT Officers report to the Associate Director of IT Campus Outreach and Engagement for overall direction, while receiving area-specific priorities from administration within their designated areas. The IT Officer is responsible for fulfilling area-specific technology requirements and priorities while working with campus-wide IT resources to ensure effective and efficient solutions and services. The IT Officer advocates the area's strategic initiatives and differentiated needs within the UNM IT service framework, while ensuring appropriate use of institutional resources to develop and deliver streamlined solutions.

**Associate Director of IT Campus Outreach and Engagement** coordinates the collaborative efforts of IT Officers and UNM IT, and assures that IT Officers meet duties as described in the IT Officer role.

### Organization Chart

### IT Officer Group

The newly formed **IT Officer (ITO) group** changes the reporting structure for embedded technologies staff, shifting solid-line reporting to Central IT and creating a dotted-line report to Deans, Directors or Executive Vice Presidents.



### Governance & Groups

### Governance & Advisory Structure

The **IT Governance Council** establishes the strategic, operational, and technical decision-making process necessary to ensure an innovative, reliable, and robust information technology. To ensure that significant opportunities for leveraging technology are considered, the IT Governance Council receives input from the **Academic, Administrative, and Research Technologies Advisory Boards** as well as the **IT Funding Committee** and **Information Security and Privacy Council**.

- IT Governance Council**
- IT Academic Technologies Advisory Board**
- IT Research Technologies Advisory Board**
- IT Administrative Technologies Advisory Board**
- IT Funding Committee**
- Information Security and Privacy Council**

### Savings Identified

As of June 2017

One-Time Cost Savings (Approx.)

**\$836,172**

Recurring Cost Savings (Est.)

**\$1,445,181**

Labor Savings (Annualized)

**2,269 Hours**

### Guiding Principles

### Focus on these Guiding Principles

**Secure**

**Accessible**

**Reliable**

**Innovative**

**Effective**

Guiding principles are simple and direct statements that guide a unit throughout its contributions to the organization. These principles establish a context for making operational decisions in areas that leverage technology and collaboration with our partners across campus. They result in measurable indicators that demonstrate the organization's success in achieving those principles.