

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 "silo" 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!