



ITS Systems & Platforms Business Plan

Introduction

ITS Systems & Platforms (ITS-SPA) Mission

Our mission is to work in partnership with campus IT providers, especially ITS departments, to provide for and sustain reliable, available, and responsive computing infrastructure. Our work helps our partners deliver information technology services to students, faculty, and staff of the University, and to external customers important to the University mission.

ITS-SPA Vision

We envision a future in which pervasive information technology services and systems deliver value to our customers in an intuitive, seamless, flexible, and supportive manner. Our vision is to provide the infrastructure and layered services to make that possible for campus IT providers.

Business Scope and Purpose

Our goal is to provide quality services and systems which satisfy the needs of the university community, while positioning ourselves to meet the demands of the future. These services and systems are reliable, available, manageable, adaptive, and cost effective. ITS-SPA provides:

- 1) enterprise-level management of core computer services encompassing servers, storage, and middleware. We protect delivery of institutional services with a well-managed computing facility and by providing reliable and responsive storage services. We promote and adhere to security best practices.
- 2) maintenance of existing services and systems to meet reliability, availability, and manageability requirements. We deliver services in support of the CIO Office, IT Security Office, ITS Administrative Information Systems, ITS Campus Technology Services, and ITS Telecommunications and Networking Services.
- 3) a fully integrated method for verifying the identity of all persons in the UI community. We provide 1) repository of data from authoritative sources, 2) determination of roles (e.g., faculty/staff, student, affiliate) and service eligibility, based on institutional rules and 3) enterprise authentication.
- 4) automated services for the remote management of desktop workstations, thereby reducing the amount of time that a local computer support person must devote to maintaining departmental workstations. We provide desktop consulting and services to other campus IT providers, as capacity and skills permit.
- 5) knowledgeable and skilled staff by developing staff skills to support existing and new technologies.

Financials

Revenue

ITS-SPA is funded with \$7.4 million in GEF budget and \$0.5 million from usage-based billing.

Expenses

ITS-SPA expenses are personnel/benefits (62%), hardware and software maintenance (21%), depreciation (12%), and other (5%)

IT Structure at The University of Iowa

Campus Structure

The University of Iowa uses a hybrid model of IT service delivery, with close collaboration among collegiate, administrative and enterprise IT units.

- Enterprise services for the academic and administrative parts of UI primarily are provided by Information Technology Services (ITS), which reports to the Chief Information Officer (CIO).
- Enterprise services for University of Iowa Hospitals and Clinics (UIHC), and some Carver College of Medicine services, are provided by Health Care Information Systems (HCIS), which reports to UIHC administration.
- Information Management Finance and Operations (IMFO) provides support for the human resources system and reports to the Office of the Vice President for Finance and Operations.
- Each major college and administrative unit has its own local IT support group, along with smaller, often more specialized groups that provide support to individual departments.

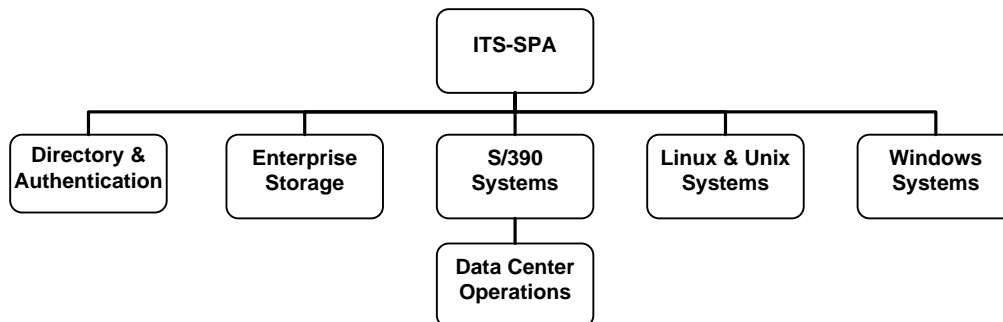
ITS Structure

The CIO provides oversight to the ITS organization through the ITS Departmental Directors. ITS consists of four departments: Administrative Information Systems (AIS); Campus Technology Services (CTS); Systems & Platforms (SPA); and Telecommunication & Networking Services (TNS).

ITS employs approximately 220 staff and 60 students.

ITS-SPA Structure

ITS-SPA employees approximately 50 staff. A concise organization chart of ITS-SPA follows.



The complete organization chart is online at <http://spa.its.uiowa.edu/docs/SPAOrgChart.pdf>

Trends, Metrics, & Accomplishments

ITS-SPA records metrics and accomplishments on an annual basis. Due to security concerns and audit regulations, these files are only available to authorized personnel.

It is not surprising that the IT trends on our campus are similar to the trends in the IT industry. We have seen a large growth in Linux and Windows servers, exponential growth in storage demands, and have found that e-mail has become more important than the office telephone for many faculty and staff members. Our trends validate the importance of auto-provisioning and de-provisioning of IT services in order to deliver *the right services to the right people at the right time*.