

Colleagues,

I want to provide some context and process to the recently announced plan to begin the reorganization of IT across campus.

In a Budget Update letter to the Deans and Vice Presidents on October 17, 2008, Provost Tripathi asked that Executive Vice President Beau Willis oversee the restructuring of all UB IT organizations across campus. Through centralizing the management of campus personnel and budgets in this area, it is expected that we will improve the quality of our efforts, raise additional funds and realize savings that can help address the university budget reduction.

In his letter of October 28 (attached) to the Deans and VPs, Beau has given to me, as UB's Chief Information Officer, the leadership role to develop a framework to examine IT throughout our campus. This work will engage the unit CFOs and IT Management throughout campus in the development of a complete and up-to-date inventory of IT services and total cost of ownership. These data will then provide the basis for developing an enterprise-wide model for the delivery of IT services, the structure of which will be developed in consultation with the CIO advisory group, Executive Technology Advisory Group (ETAG): <http://www.cio.buffalo.edu/itcommittees.shtml>. Included in the model will be the development of service level agreements for the service catalog the new IT organization will be accountable for delivering.

On Oct 29, we took the first step in this process by meeting with the distributed IT Management from across campus to continue the development of our collaborative IT Strategic plan. We had an open and fruitful discussion that aired many questions, concerns, and considerations. At that meeting I shared my thoughts for how we might proceed, received their feedback and their support.

Since then I have gathered together a small task group to determine the questions we must ask to provide the information we need to understand IT costs throughout campus and oversee the data collection process. The membership of this task group reflects the underlying constituencies who will be involved:

- Candise Morris, School of Pharmacy
- Laura Barnum, Resource Planning and Information Management
- Nancy Kielar, CIO Administrative Office,
- Peter Rittner, College of Arts and Sciences
- Kathy Stuber, Alumni and Development
- Matt Stock, Enterprise Research Computing Services
- Chuck Dunn, Information Security Office
- Gary Pacer, Administrative Computing Services
- Sandy Peters, CIO Office

I expect the data collection process to commence as soon as the task group tools are ready, and to continue for 4 weeks. Once we have the data gathered, I plan to assemble a new task group to validate and analyze the data, and then derive recommendations, likely to occur in early January. Our time line target to complete recommendations, obtain approval and begin implementation of the recommended organization is mid-Spring. I have reviewed these principles and process steps with the President, Provost, Deans and Vice Presidents and sought their understanding, comments and, ultimately, their support.

In the meanwhile, Executive Vice President Beau Willis and Provost Tripathi have requested that I take immediate steps to address our budget reduction goals: working with unit CFO's, each distributed IT area be asked to prepare an IT budget plan for the remainder of the 2008/2009 fiscal year; and, I will establish a process to review IT expenditures on those plans.

I know this information raises many questions in your mind regarding your role, and how you can contribute to this restructuring effort. I will share information about this plan with you on a regular basis, but in the meanwhile, it is vitally important that all IT staffs continue to provide services without interruption to support UB's teaching, learning and research missions and our UB2020 vision. In addition, I call upon you as UB Citizens and dedicated professionals to reach out and join hands with our distributed IT colleagues across campus to further our culture of collaboration, communication and core competencies.

If you have questions or concerns, I ask that you direct them to your Senior Leadership or to me. Thank you for your cooperation, as we work together to support UB's mission of academic excellence.

Sincerely,

A handwritten signature in cursive script, appearing to read "Elias G. Eldayrie". The signature is written in dark ink and is positioned below the word "Sincerely,".

Elias G. Eldayrie

11-13-08