

From: James A. Willis

Sent: Tuesday, October 28, 2008 5:54 PM

To: Black, Dennis; Costello, V. Kathryn; Office of Vice President for Health Sciences; Henderson, Marsha S.; VPR; Manuel, Warde; Nostaja, Scott; Roberts, Stephen; Schneider, Edward; Cartwright, Alexander; Dunnett, Stephen; Finley, Lucinda; Ho, John; Holm, Bruce; Ryan, Michael; 'Brian Carter (E-mail)'; 'Bruce McCombe (mccombe@nsm.buffalo.edu)'; Cain, Michael; Brown, Jean; Kozlowski, Lynn; Gresham, Mary; Mutua, Makau; 'Nancy J Smyth'; Buchanan, Richard; Stenger, Harvey; Anderson, Wayne; Assad, Arjang

Cc: Simpson, John; Office of the Provost; Eldayrie, Elias; Sullivan, Sean

Subject: UB IT organizational structure

Colleagues:

We've now all had an opportunity to assimilate the Budget communication letters sent to us by Provost Tripathi on Friday 10/17. In that letter, the Provost asked that I oversee the restructuring of UB IT organizations across campus. This message is intended to provide some clarity to the approach and direction this process will take. I ask that you communicate this information to the IT management and CFOs, as appropriate, within your organizations.

First, it is important to know that the IT restructuring will be conducted under the same principles that have been used to steer the UB2020 planning process. Namely, our processes will be transparent, collaborative, and inclusive. I am told that since the release of the 10/17 memo many within UB's IT community have begun to speculate about how a restructuring will unfold and how it will impact their jobs. To ensure that our process advances in a positive direction, it is important that we communicate our principles and our objectives for achieving a new IT operating model.

The principle objective is to develop an enterprise-wide approach to the management and delivery of IT services that will yield a higher quality of service and create needed capacity to address campus IT demands while achieving cost-effective solutions. The planning necessary to achieve this objective will not be done in isolation and will seek broad input from our IT professionals and from the campus customers of IT services. We will take steps to ensure that the resulting plan is thoroughly understood and vetted before being implemented.

I have given Elias G. Eldayrie, Chief Information Officer, the responsibility for leading this initiative. The first phase of his work will engage unit CFO's 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.

Elias has already begun this work and will be engaging your IT management and CFOs on the next steps. I know that Elias holds regular meetings with IT Management across campus and that upcoming meetings will focus on our collaborative future plans.

As this work begins, it is vitally important that all IT management and staffs continue to provide services without interruption to support UB's teaching, learning, and research missions and our UB2020 vision.

Thank you for your cooperation and understanding as we work together through these challenges.

James Willis

Executive Vice President, University Support Services