



**Georgia  
Tech**

CREATING THE NEXT

# GEORGIA TECH INFORMATION TECHNOLOGY

Business Partners Network

# DISCUSSION POINTS

- Who We Are: Georgia Tech Information Technology
- Relocation to Coda
- An Eye Toward the Future: Technology Planning
- Enterprise Service Delivery
- GT Digital Leaders Program

# WHO WE ARE GEORGIA TECH INFORMATION TECHNOLOGY

# THE NEW CENTRAL IT ORGANIZATION

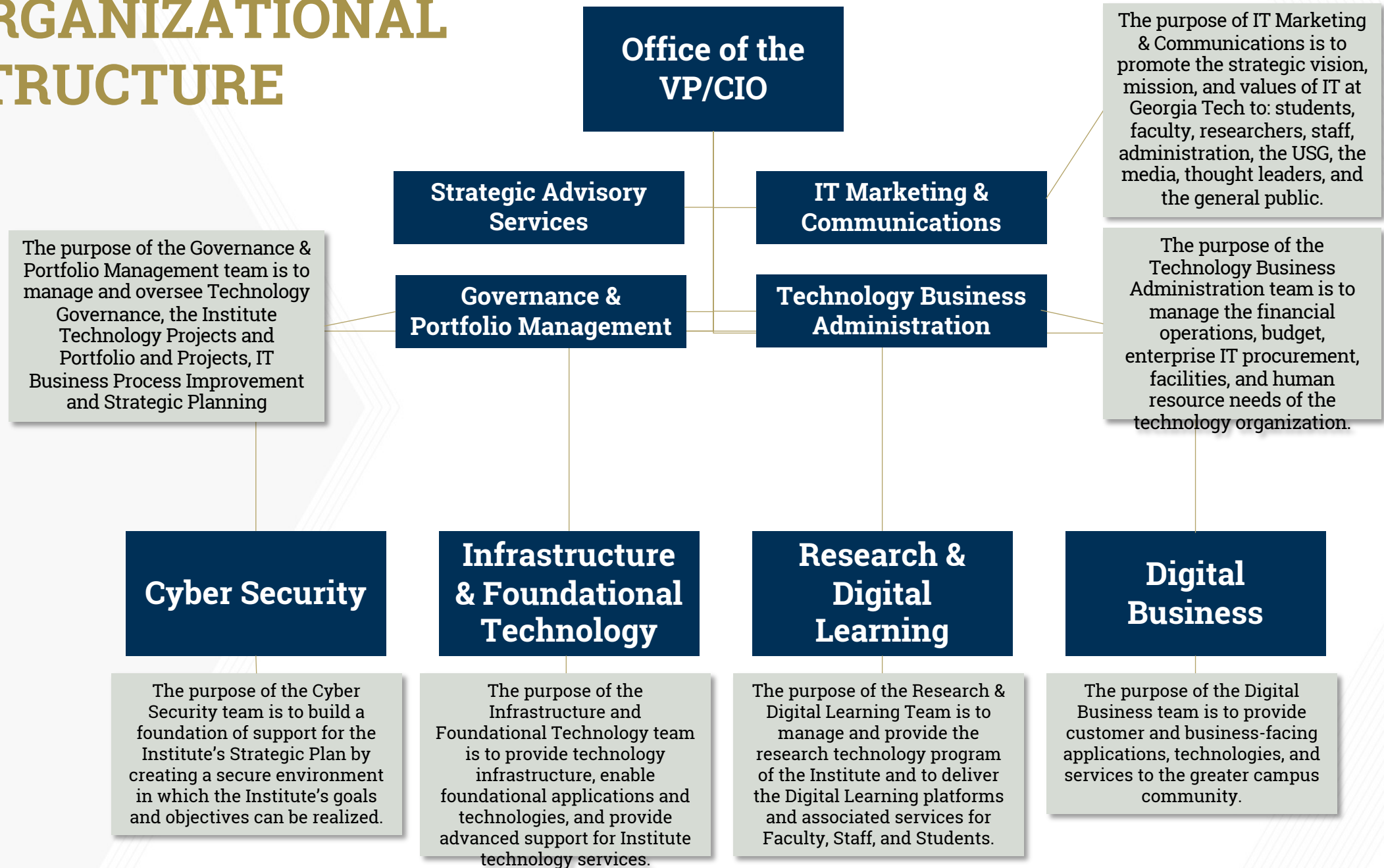
**Georgia  
Tech**  **Office of  
Information  
Technology**

**Georgia  
Tech**  **Information  
Technology**

**Georgia  
Tech**  **Information  
Technology  
Group**



# ORGANIZATIONAL STRUCTURE



# FY20 PRIORITIES

**Advance the Institute Strategy through a rigorous technology agenda that enables research, teaching & learning, and supporting services that enable the Institute to succeed.**

## GOALS

<b>1</b>	Student Success
<b>2</b>	Faculty Enablement
<b>3</b>	Scalable & Robust Systems, Data, Integration, and Service Delivery
<b>4</b>	Enhanced Risk-Based Security Posture
<b>5</b>	Higher Education Affordability

# CODA

# RELOCATION TO CODA

- The recent relocation to the new Coda building plants the new IT organization directly inside of Midtown Atlanta's innovation hub.
- This presents many opportunities to collaborate with partners across the Georgia Tech research and academic communities and also engage established leaders in the tech industry.
- The new Coda Data Center is in process and scheduled to open in early October 2019.

















# **AN EYE TOWARD THE FUTURE TECHNOLOGY PLANNING**

# AN EYE TOWARD THE FUTURE

Information Technology is looking beyond the immediate future to establish a technology plan that enables the delivery of transformative, innovative technology at Georgia Tech. **An Eye Toward the Future** is a series of campaigns with constituents across the Institute to establish technology priorities that drive transformation in the areas of global research, teaching, learning, and service delivery.

The purpose of this campus engagement is to identify strategic imperatives for the establishment of a refined technology plan.

## CREATING THE NEXT IT TRANSFORMATION

# WHAT IS THE BUSINESS OF GT?



Teaching  
&  
Learning



Research

Service  
Delivery



AN **EYE**  
TOWARD THE  
**FUTURE**

# CURRENT STATE

## IT STRATEGIC GOALS

**Transforming Teaching & Learning**

**Expanding Research**

**Streamlining Service Delivery**

**Enhancing Security, Privacy, and Accessibility**

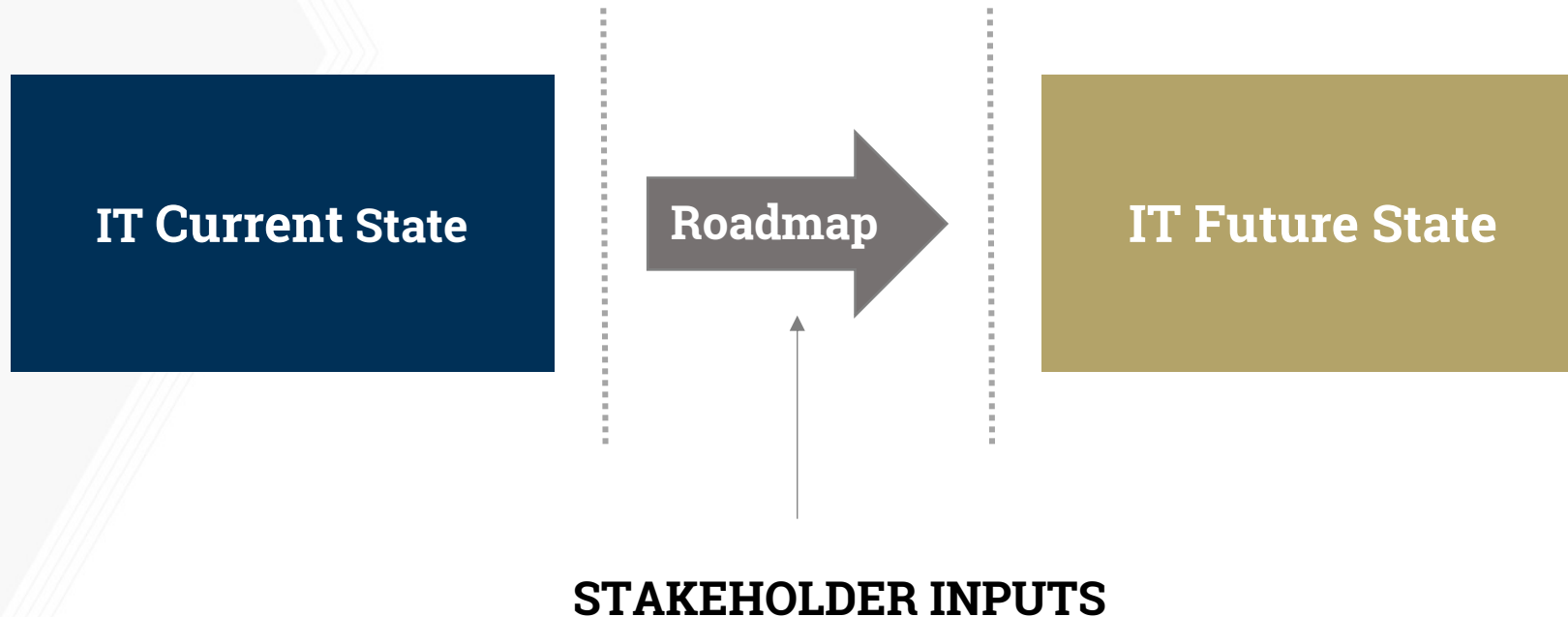
**Investing in the Workforce**

**Aligning through Governance and Transparency**

**Continuously Transforming the Technology Enterprise**

# FUTURE STATE

Reaching the future state is the ultimate goal of this engagement. By reviewing the current state and uncovering the needs of the constituents, a roadmap can be created to chart initiatives and achievable goals in support of the Institute strategic vision.



# THE FRAMEWORK

## 1. EXECUTIVE & CAMPUS LEADERSHIP

President, EVPs, VPs, Deans, EIC

## 2. STEERING COMMITTEE

CIO Advisory Group & OIT Senior Leadership Team

## 3. MANAGEMENT

SLT Direct Reports; IT Management

## 4. IT COMMUNITY

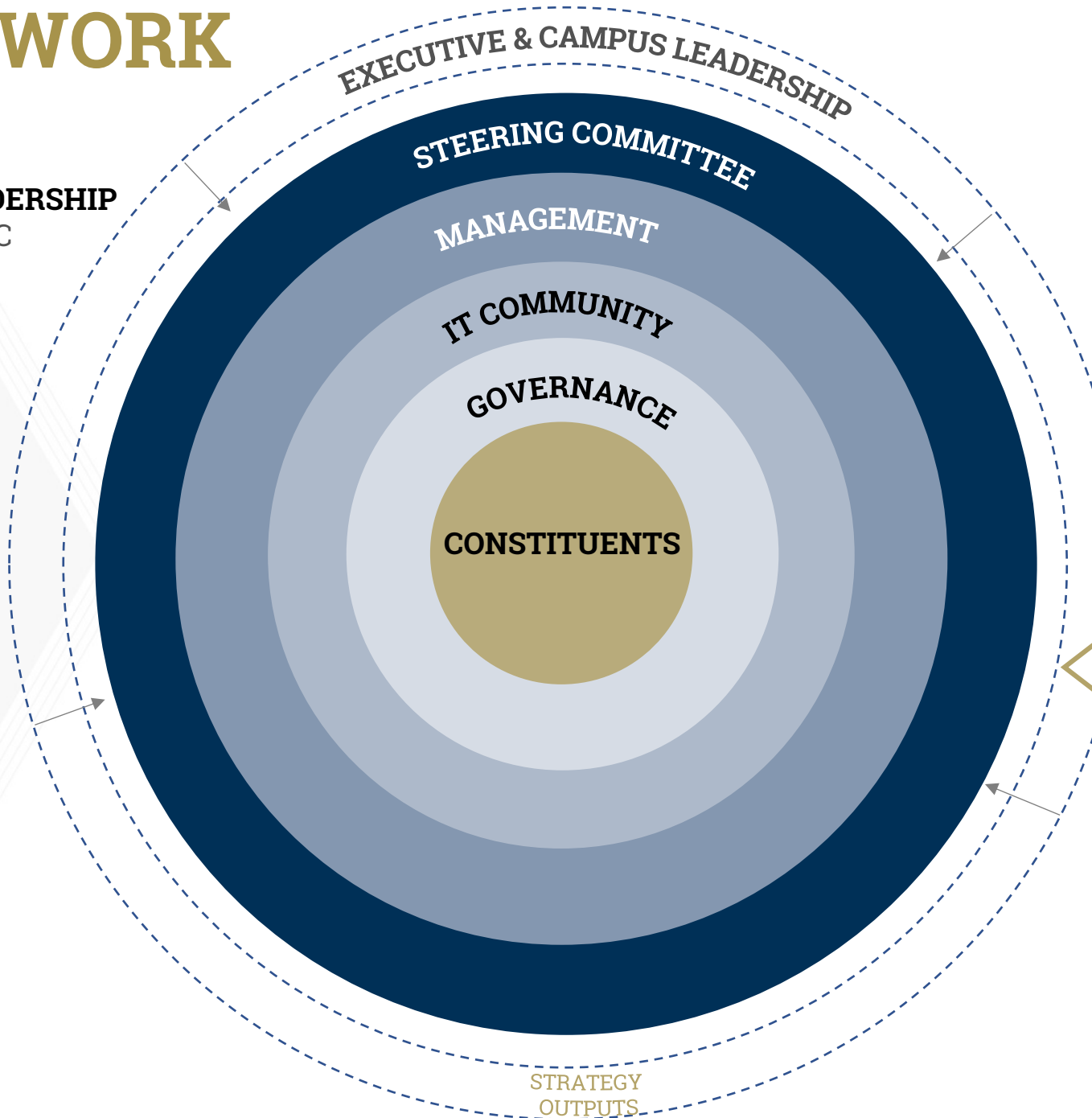
OIT & IT Community

## 5. GOVERNANCE

Technology Strategy Partners, Faculty Senate, Staff Council, Student Government Association

## 6. CONSTITUENTS

Students, Faculty, Staff, Researchers, Administration, External



# AN ITERATIVE PROCESS

The following engagement process is leveraged throughout each campaign:

## STEERING COMMITTEE & MANAGEMENT

### Develop Questions

1. Collect data and analyze inputs.
2. Identify appropriate questions for stakeholder groups.

### Response

3. Frame Responses
4. Confirm and finalize after customer review.

**5 Days: Closed, Non-Anonymous**

## GOVERNANCE & IT COMMUNITY

### Validate & Respond

1. Review summary of data.
2. Answer the questions.
3. Provide feedback on questions and responses.

**5 Days: Closed, Anonymous**

## CONSTITUENTS

### Validate & Confirm

1. Review.
2. Respond with feedback.
3. Validate.

**5 Days: Open, Anonymous**



# POPIN

- Throughout this engagement, we will leverage a crowdsourcing tool called, POPin.
- The tool will allow teams to provide honest feedback when responding focused questions that help us identify effective approaches to strategy development.
- Participants are able to respond to questions and interact with each other's answers with votes and comments.

**POPin** Participate Launch & Manage ?

**Campaign Alpha**  
What should be delivered by a strategic technology plan for GT?  
Dec 17, 2018 - Dec 20, 2018

Live View

### TOP 5

Rank	Response	Thumbs Up	Thumbs Down	Comments
1	A clear vision and roadmap to guide campus in how and what we are doing with technology in the future.	4	0	1
2	A roadmap that shows intersection with strategic programs at GT.	3	0	1
3	How different groups throughout campus can use technology to improve their business processes.	3	0	0
4	The answer to the question is 42	3	1	1
5	Test	2	0	1

### OVERVIEW

	VIEWS	9	9 PARTICIPANTS
	ACTIVITIES	35	9 RESPONSES By 9 people
			4 COMMENTS By 3 people
			22 VOTES By 7 people

### USAGE BY DEVICE

	Web - 77.78%
	Mobile Web - 22.22%
	iOS - 0%
	Android - 0%

### SENTIMENT

	25% POSITIVE 1 responses and comments		75% NEUTRAL 3 responses and comments		0% NEGATIVE 0 responses and comments
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# FOR MORE INFORMATION

Online:

[b.gatech.edu/techplan](https://b.gatech.edu/techplan)

Email:

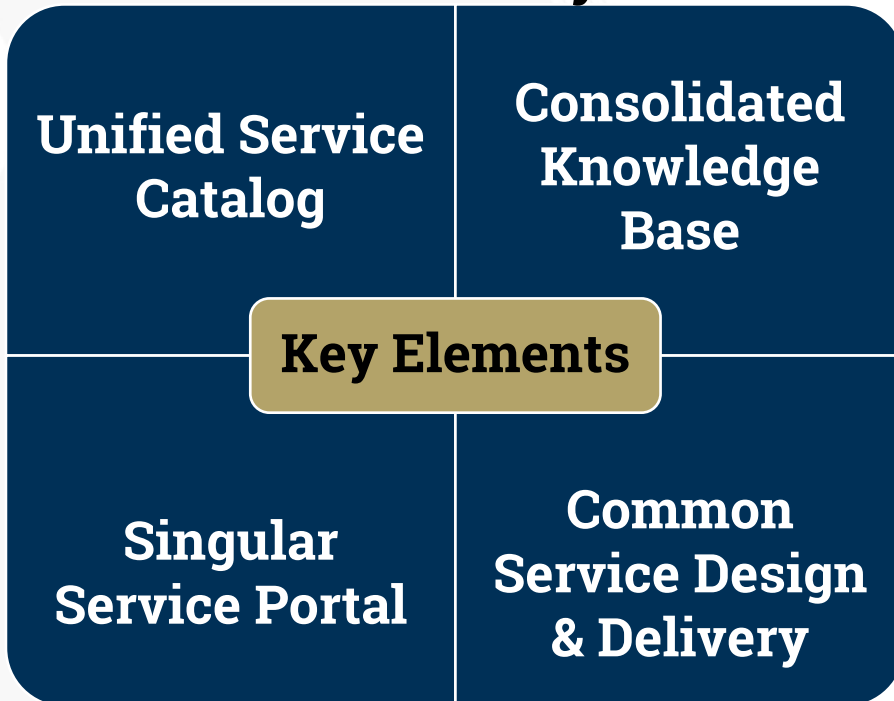
[techplan@gatech.edu](mailto:techplan@gatech.edu)

# ENTERPRISE SERVICE DELIVERY

# WHAT IS SERVICE DELIVERY?

**Service Delivery is the process of meeting customer needs in a manner that ensures satisfaction, efficiency, scalability, and follow-through.**

## Service Delivery Model



## Outcomes of Exceptional Service Delivery

1. Achievement of Business Goals
2. Seamless Customer Experience
3. Business Process Improvement & Efficiency
4. Organization & Service-Centric Culture

# CRITICAL COMPONENTS



## **Customer Service Management**

Enables customer service and support through various communication channels with the goal of enhancing the customer experience



## **Request Fulfillment**

Addresses requests submitted through a service catalog



## **Incident Management**

Addresses incident resolution with the goal of restoring normal service operation as quickly as possible with minimal impact



## **Configuration Management Database (CMDB)**

Provides a single system of record for asset management, configuration, compliance, and impact analysis

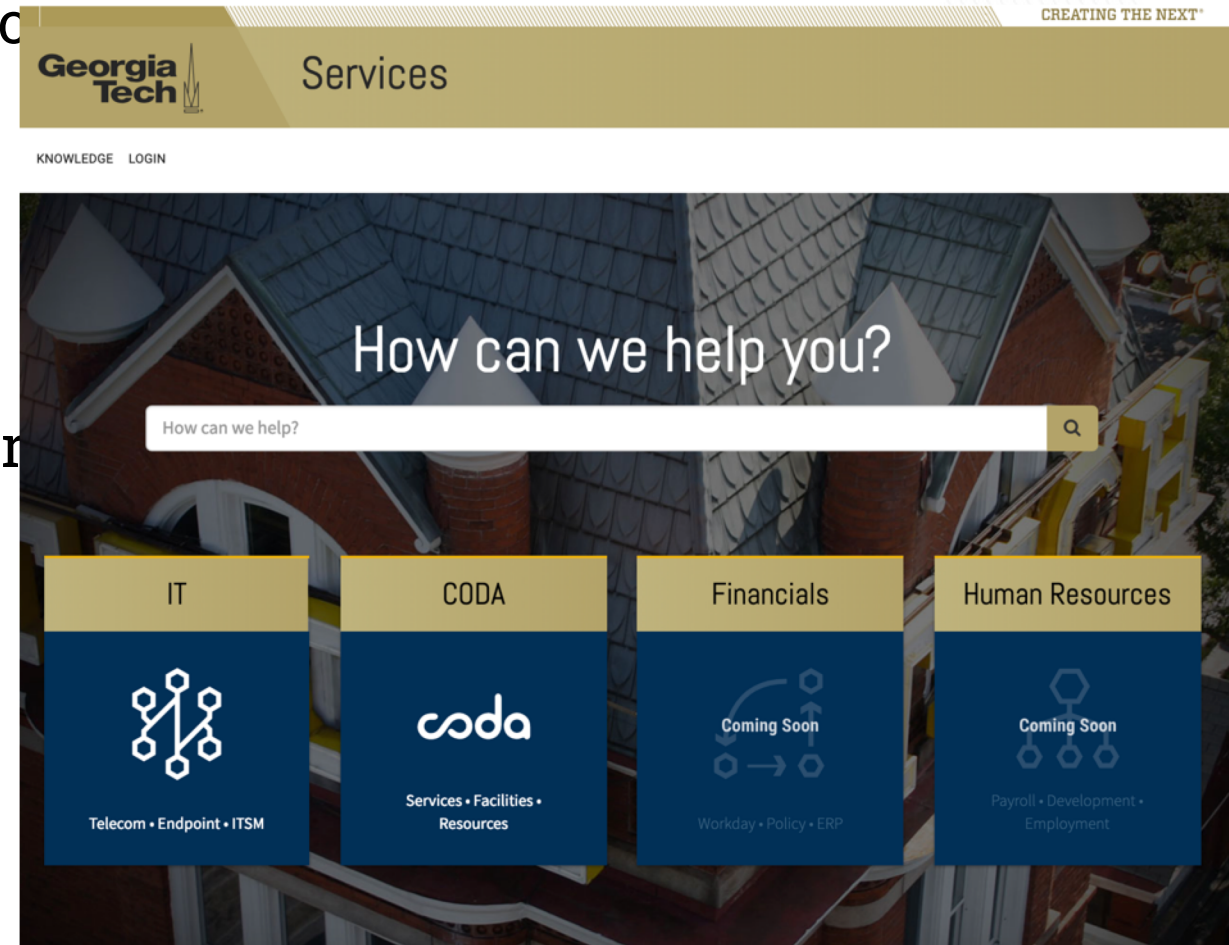


## **Change Management**

Provides a formal approach to managing the life cycle of changes to systems and services

# SERVICE PORTAL & SERVICE CATALOG

- Part of the experience includes access to the Service Catalog. The purpose of the Service Catalog is **to provide and maintain a single source of consistent information on all operational services.**
- The Service Catalog serves as a guide for students, faculty, researchers, and staff to locate the right service, resource, or solution to address their particular needs.
- Services in the catalogue are of **environmentally-aware** upstream and downstream issues and impacts.





# WHERE WE ARE TODAY

## Disparate Service Management through Email and Ticketing

- More than **300** email aliases are established campus-wide to handle service related requests.
- Email aliases exist for services across campus such as event space scheduling, departmental purchasing, and service inquiries.
- There are **312** email aliases that generate service requests when contacted. **Only 198 have been used in the last 18 months to manage service requests.**

**\*A unified approach to service management will decrease reliance on email, streamline business processes, and improve visibility into performance for academic departments, business units, and student service offices across Georgia Tech.**

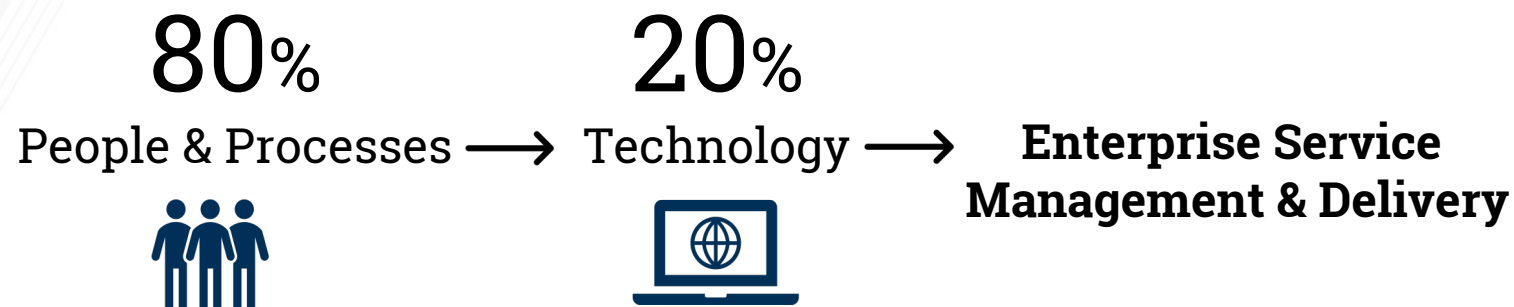


**A FRAGMENTED &  
ISOLATED CUSTOMER  
EXPERIENCE THAT DOES  
NOT SCALE**



# ENTERPRISE SERVICE MANAGEMENT & DELIVERY

- Enterprise Service Management & Delivery redefines how we deliver and manage services. Information Technology has successfully implemented the **unified service delivery platform, ServiceNow, which is authorized and leveraged by the University System of Georgia.**
- **We are now positioned to introduce an enterprise-wide plan for Georgia Tech, which provides a comprehensive, holistic approach to services and supports the customer experience throughout the service lifecycle.**
- Enterprise Service Management & Delivery introduces a framework that shifts the focus of service management from technology driven to people driven. This includes the development of customer journeys that combine the strategic outcomes of departments and business units with end-to-end processes for continual improvement.



# BENEFITS OF AN “ALL-IN” APPROACH

## A Combined Approach to Service Delivery

1

Unified and modern platform can scale to an infinite number of customers while adding to efficiencies. Connects all students, faculty, researchers, and staff through a single solution.

2

Automation of workflows through machine learning and artificial intelligence capabilities. All assets, services, and people in one platform provides visibility into how changes in one service environment can impact other services.

3

Empowers self-help through knowledge base and service portal.

4

Establishes communication and consistency in processes and tools leveraged to manage services and fulfill requests.

5

Standardization and integration of services and systems across the Institute, which reduces redundancy in service offering and ultimately saves costs. Single source for support; Reduction of homegrown technology and processes for service management.

6

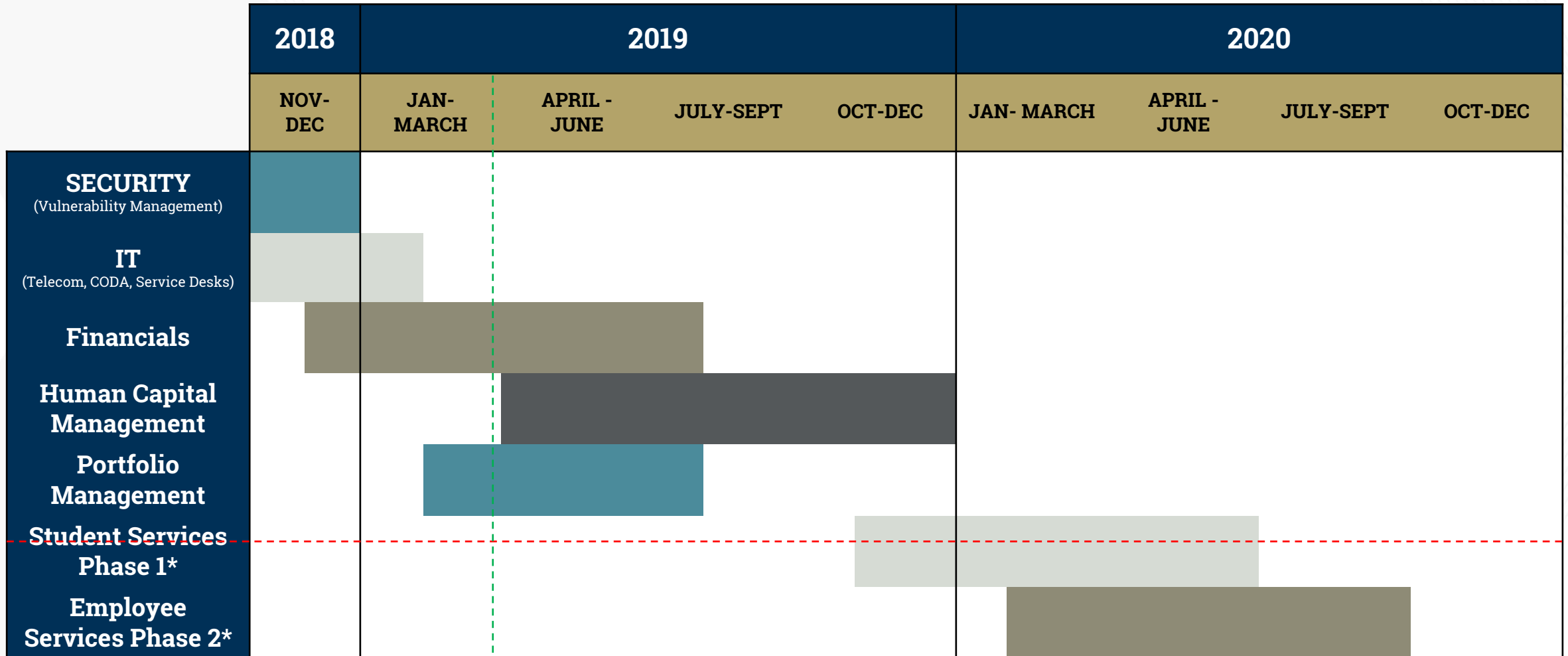
Reduces the reliance on emails and spreadsheets to manage tasks and action items.

7

Improved visibility into data and performance with ability to track metrics and produce reports.

# CURRENT ROADMAP

*\* Refined as more services are added to the roadmap.*



# FOR MORE INFORMATION

Online:

[b.gatech.edu/services](https://b.gatech.edu/services)

# GT DIGITAL LEADERS PROGRAM

# GT DIGITAL LEADERS PROGRAM

## What is the GT Digital Leaders Program?

A leadership initiative that supports succession planning and builds competencies into the organization by deepening the leadership bench. The initiative strengthens the effectiveness of the organization by enabling staff members to develop a broader perspective of the role of effective leadership within the context of the higher education environment.

## How the Program Works

- Cohorts formed to include professionals within IT as well as external participants.
- This year the program has expanded to more than 30 participants and will be held on Georgia Tech's campus.
- Will take place from May 2019 to January 2020.

# GT DIGITAL LEADERS PARTICIPANTS

Adam Smith, Georgia Tech Information Technology  
Angelica Remolina, College of Engineering  
Bobby Wellman, GTPE  
Christian Birk, Georgia Tech Information Technology  
Christopher Wright, College of Sciences  
Dina Archer, Georgia Tech Information Technology  
Eric Mungai, Industrial & Systems Engineering  
Eric Sembrat, College of Engineering  
Gabe Vannice, Engineered Biosystems  
Garth Milford, Georgia Tech Information Technology  
Jennifer Rhodes, Georgia Tech Information Technology  
Jeremy Bowden, GTRI-CIPHER  
Jessica Shaffer, Georgia Tech Information Technology  
Joe Zima, Ivan Allen College  
JulieBeth Golden, Georgia Tech Information Technology  
Justin Filoseta, College of Sciences  
Larry Rowe, Georgia Tech Information Technology  
Malynda Dorsey, Georgia Tech Information Technology

Mark Robinson, Georgia Tech Information Technology  
Mark Sanders, Office of Development  
Mike Anderson, Civil & Environmental Engineering  
Nan Deeprasert, Georgia Tech Information Technology  
Natalie Palmer, Georgia Tech Information Technology  
Ruben Lara, Georgia Tech Information Technology  
Schantel Mitchell, College of Business  
Stephen Garrett, Georgia Tech Information Technology  
Thomas Miller, Georgia Tech Information Technology  
Troy Hilley, College of Sciences  
Uwanna Smith, College of Computing  
Vicki Rogers, Georgia Tech Information Technology  
Victor Bolet, Georgia Tech Information Technology  
Victoria Burse, Georgia Tech Information Technology  
Warren Goetzel, Georgia Tech Information Technology



**IN CLOSING...**

# WHAT OUR CUSTOMERS CAN EXPECT

- Enhanced Capabilities & Efficiencies From Your Enterprise IT Organization
- More Engagement & Visibility
- A Comprehensive Technology Plan for the Institute
- Strategic Alignment with Institute Partners



**Questions?**