Announcements

- Slides and future Town Hall schedule available at: http://www.montana.edu/itcenter/townhall
- Email questions to: townhall@montana.edu
- Mark your calendars: 2013 MSU Security Conference - September 25
Agenda

- IT Moving Forward
- Projects Update
- IT Service Management
- Student Internships
- Q & A
IT Moving Forward

- Maintaining Our Trajectory
- ITC Organization
- New Service Desk Location
Projects Update

- Wi-Fi Upgrades
  - www.montana.edu/wifi
- Backup ISP
  - Installation this summer
- Network Core Upgrade
  - Initiating
- IPAM
  - Underway
- Identity Management / Middleware Initiative
  - Underway
- Email Upgrade
  - Initiating
Projects Update

- Operational Reporting
  - Underway
- ID Finder
  - Underway
- Security Initiatives
  - Vulnerability Management / Pen Testing Initiating
- Mobile Applications for Students
  - Initiating
- Student CRM
  - Initiating
- EDMW
  - Initiating
What is ITSM?

- Industry framework for managing IT from a customer point of view
  - Define and publish catalog
  - Analyze process and cost of delivery
  - Design funding model
  - Measure and manage efficiency, effectiveness, customer satisfaction
Our Approach to ITSM

- Create service catalog
- Work with stakeholders to:
  - Identify needed/unneeded services
  - Design funding model
- Assign service owners
  - Manage process, efficiency, satisfaction
- Adapt organizational structure
IT Finance Management (ITFM)

- Funding models
  - Central
  - Showback
  - Chargeback
- Goals
  - Manage demand
  - Provide transparency of IT spend
  - Reduce transaction costs, nonvalue-add
ITSM Organizational Goals

- Service adaptability
- Learning organization
- Remove silos
- Improve load balancing
- Growth opportunities, career paths
- Develop and retain highly qualified workforce
Student Internship Program Preview

- Project Management internships piloted by PMO
- Developing and expanding to other areas
- Goals
  - Recruit top student talent
  - Provide meaningful workplace learning
  - Develop student skills and careers
  - Integrate learning with stewardship
  - Provide meaningful staff experiences
Q & A