

IT Administrative Governance Committee Meeting
December 16th, 2011

Questions for Bob Weir:

Lately there has been a significant increase in issues, why is this?

- With turnarounds it takes a long time to turn, it will continue to be bad for a period of time.
- Currently everything needs to be improved.
- Number one priority- get current production services solid. Cause of instability is data center move because it was done too quickly, moved too incompletely, number of technologies were introduced as part of the move.
- We should have moved technology but kept everything else the same.
- We are doing response and remediation- get things back online and fix it so that it won't flare up the next day.
- Kicked off UIS stabilization project- Need to hire and bring in external resources to fix things in the short term.
- Focusing on set of technologies that span from networking to Oracle rack technologies, virtualization, etc.
- Going to grab the next tier of projects and figure out longer lasting but quickly delivered fixes.
- Stabilize the environment without destabilizing it.

What are you doing over vacation period to ensure there is immediate response to problems?

- We don't have automatic monitoring for intrusion or for load.
- We are hampered by the lack of technology- we are having people pay manual attention. Increased manual monitoring 24/7.
- Barb Todd's note- here's critical period, here's how we need to be connected. UIS will match this list and make sure everything is covered on this list.
- UIS can't predict problems but will try to respond as quickly and thoroughly as possible.
- UIS has plan set out, will be working on communications, bidirectional call trees.
- Make sure UIS holds up their end of the promises.
- Jon will forward message from Barb to this group.

Dealing with HR Issues-

- ISIS is understaffed. Need to make sure we are supporting staff that UIS currently has.
- Can we dedicate people to work on HR pieces?

- Problem with number of empty chairs.
- Doing a lot of “rent staff”.
- UIS didn’t say “no” enough in the past. It will take a while to recover from this.
- Currently doing an assessment of UIS (Bob O’Leary from Oracle)- particularly line of applications and infrastructure. When the Assessment is done, Bob will create a report of recommendations (coming out mid-January).
- Then we will try to find budget and resources for UIS.

When can we look for expansion and an end of “fire-fighting”?

- Over the next two years the largest project for UIS will be reengineering UIS.
- Looking at 6 month periods with set goals in each period.
- UIS has a few dozen things that need attention, all of which are interrelated.
- Have plan to inform FY13 budget.