Progress on IT Plan

• Initiative #1 Leadership and Governance
  – Creation of two Governing Councils
    • IT Strategic Council (ITSC)
    • IT Effectiveness Committee (ITEC)
  – Leadership provided by collaboration of UMS CIO and Campus Executive Director
UMaine Progress on Plan

• Initiative #3 Organizational Alignment
  – VoIP project and merging video conferencing

  • Adopted a common voice mail system with UMS
  • Considering common billing system with UMS
  • Deploying video phones on UMaine campus
  • May include alarms and security cameras
UMaine Progress

• Initiative #5 Help Desk
  – 24/7 Customer Support
  – One stop shop for all technology issues
  – Shared ticketing system and knowledge base across all campuses
UMaine Progress

• Initiative #8 IT for Research
  – Establishment of Advanced Computing Center with governing body
  – Six member board including Research, IT, System, Faculty, External Researcher
  – Growing need for storage to support NSF and NIH data management requirements
  – Plan to be sustainable in three years
UMaine Progress

• Initiative #9 IT Refresh
  – Expanded Faculty Laptop Incentive Program to 150 laptops per year
  – Exploring similar program for staff
UMaine Progress

- Initiative #10 Application Virtualization
  - System task force on VDI and BYOD
    - Looking at 3 vendors
    - Possible mix of campus, system, cloud hosting
    - Developing system wide policy for bring your own device (BYOD)
    - Benefits of virtual desktop infrastructure (VDI) - software anywhere, possible elimination of computer labs