

Monthly Executive Status Report – October 2010 <i>IT Realignment</i> <i>Report Prepared By: Jean Demosky</i>	<i>Program Champion:</i>	<i>President McDavis</i>
	<i>Executive Sponsor:</i>	<i>J. Brice Bible</i>
	<i>OHIO Program Directors:</i>	<i>Charles Cooper Jean Demosky</i>

Highlights

- Footprints (IT work order system) upgrade planning to version 9.5 underway
- Footprints Project to assess functionality and recommendations for future use in-progress
- IT Services project to establish single point of contact and universally recognizable OIT identity underway
- IT staff realignments to leverage resources complete
- Various IT training scheduled for November and December
- Knowledge Base development for Peoplesoft SIS Admissions module progressing
- System Center Configuration Manager (SCCM) remote desktop management tool installed in 200 classrooms across Athens campus

Communication Log – October 2010

- Communications Activities to be reported in the future:
 - Campus Emails
 - Events (Open and Targeted Audience)
 - Web Postings
 - News Articles/Press Releases
 - Printed Media
 - Executive Briefings

Upcoming Events

- Microsoft Certified Professional IT (MCPIT) training -- November 2010
- SCCM training –November 2010
- Customer Support Services Model workflow analysis leadership meetings scheduled for 11/29 & 11/30
- Information Technology Infrastructure Library (ITIL) certification training—December 2010
- Footprints Training-- December 2010
- Rollout of IT Service Delivery Model & branding—Winter 2011

Program Schedule –5% Completed



On schedule

Summary of Major Milestones		
Transition Schedule Summary	Target Timeframe	Status
Establish organizational structure	Oct 2010	Complete
Establish draft OIT Services Delivery strategy	Nov-Dec 2010	Underway
Workflow Analysis Meetings	Nov-Dec 2010	Scheduled
Develop Proposed Campus-wide IT Processes	Dec 2010	Planning

Summary of Major Milestones		
Provide training & tools for IT Service Delivery	Dec 2010	Scheduled
Rollout of IT Service Delivery Model	Jan 2011	Planning
Development of standard desktop operating procedures	Jan-Mar 2011	Planning
Pilot remote desktop management for OUPD & Voinovich Center	Jan-Mar 2011	Underway
Investigation of “Mobile” work management processes	Winter 2011	Underway
Expansion of remote desktop management	TBD	Information Gathering
Expansion of Knowledge Bases	TBD	Information Gathering
Expand IT Service Delivery Model to Regional Campuses	TBD	Information Gathering