Statement in response to ITD white paper on technology transition in the Unity Windows environment
Approved 2/7/06

Any effort to modify IT on campus must be preceded by very open, frank discussion that encompasses academic, research, and administrative computing across the institution. Further, such discussions should be wide ranging and encompass attempts to anticipate the needs of our community in the future; participation from all sectors will be required to ensure such breadth of vision.

Inclusion of customer input should act as an underlying driver for all of the efforts associated with revamping IT; becoming more efficient at IT that is not providing service to our community will not generate success.

There are a number of underlying principles that should be used to guide any effort to revamp campus computing. These include the following:

Principle 1. Changes to the campus IT infrastructure and processes should be guided by a strategic IT plan that is developed through a collaborative effort involving both the consumers and the providers of IT services throughout the campus community. The strategic IT plan should be designed to further the achievement of the University's strategic goals.

Principle 2. All major stakeholders and IT units on campus must be a part of the process. Stakeholders must include not only the organizational units but also functional areas such as instructional and academic computing, research computing, extension, and administrative computing.

Principle 3. It is essential to define the problems and shortcomings with the system prior to developing and deploying solutions.

Principle 4. Resource issues such as financial, personnel, space, and equipment should be transparent to all stakeholders. Further, external requirements and guidance should be clearly understood by all participants.

Principle 5. Changes or modifications to IT on campus should be supported by data to the extent possible and driven by requirements developed in conjunction with our stakeholders.

Principle 6. The decision process, including who is making the decision and the timeline, should be clearly defined and understood by all stakeholders.

These principles, while generally applicable, are specifically important to the ongoing transition from Novell products for directory services and applications delivery. We believe that this transition must be seen as a central issue for the university enterprise in order to maintain a single, secure, consistent, and appropriately-managed directory service for all members of the university to the extent possible. We also believe that the transition should be as cost-neutral as possible for all units.

Practical considerations of this issue include:

- **Security.** We encourage ITD to establish a formal, collaborative IT security workgroup that will include directory services in its oversight.
• **Shared Support for the Consequences of Change.** The change in service must take into consideration the ramifications for all affected operating units, and solutions for their issues must be a shared responsibility. Technical assistance and training are the areas of greatest concern.

• **Personnel.** The impact of significant change upon the qualifications and levels of banded IT staff must be clarified with Human Resources and communicated to all potentially-affected units.

• **Consistency.** Login should be consistent for any computer that is using directory service. This is especially important for public student computing facilities, where uniformity and predictability across all facilities (whether Unity or college-provided) are vital.

The Academic IT Directors request that the group be acknowledged as a formal partner in the process of transition planning and implementation, and the group states its willingness to share the technical knowledge and experience of its member organizations with ITD and other university IT organizations; details of participation to be negotiated among all the participating partners.