

# IT Restructure Update

March 3, 2025



Office of the CIO



# Goals of IT Restructure

1. Stay focused on the customer experience, two-way communication and strengthening IT operations across the university.
2. Reduce or mitigate information security risks.
3. Optimize and streamline how we deliver IT services to support the teaching, research and service missions of the university.



# Guiding Principles

- Colleges and divisions determine IT priorities (the work), and UITS will carry out the activities.
- Preserve and enhance the relationships of local IT staff with the units they support.
- Ensure continuity of IT services.
- Solutions do not need to be one-size-fits-all.



# Challenges During Restructure Process

**Organizational  
Structure**

**Operations  
Budget**

**Culture  
Shift**

**Understaffed  
Teams**

**Roles &  
Responsibilities**

**Resources &  
Infrastructure**



# Ongoing Activities

- Metrics and evaluation
- Bi-weekly meetings with IT Restructure Advisory Council
- Stakeholder engagement
- Communication with UITS and campus



# Focus Areas for IT Restructure Process

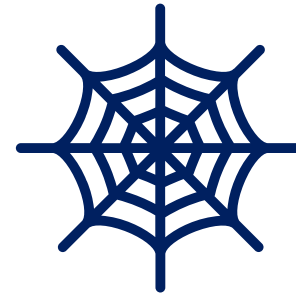
**Network and  
Infrastructure**



**Day-to-day  
deskside support**



**Web platforms**



**Strategic  
connections &  
specialized  
services**



# Near term goals

- Accelerate work on support team
- Engage colleges/divisions around research computing
- Complete infrastructure team
- Communicate plan updates with UITS and Campus

