Information Services & Technology

IT Assessment Updates
Faculty Senate
Nov. 14, 2019

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http://ist.njit.edu
Updates

1. Discoveries/Deficiencies

2. Progress to date
Discoveries/Deficiencies

- Establish Governance
- Prepare IT Strategic Plan
- Reallocate IT Budgets
- Improve processes and procedures
- Improve the Help Desk
- Increase IST Training
- Leverage Strategic Outsourcing
- Establish Technology Refresh Plans
- Improve Technology Infrastructure
- Improve Cybersecurity
- Establish Sustainable Research Computing Model
Progress

Establish Governance
Designated PMO in IST
Establishing Data Standards / Policy Group
Establishing communication plans
Actively working to improve the cultural/morale of IST

Prepare IT Strategic Plan
Preparing plans for alignment with NJIT 2025

Reallocate IT Budgets
Identified and prioritized annual sustainable funding for:
Instructional Spaces
- Faculty Memorial Hall: 15 Classrooms
- Kupfrian Hall: 6 Classrooms
- Tiernan Hall: 3 Classrooms
- Fenester Hall: 2 Computer Classrooms
- Campbell Hall: 3 Computer Classrooms
- Lecture Spaces GITC 1400 MEC 221

Network Core Infrastructure
Software Innovation Fund
Staff Professional Development
Progress

Improve the Help Desk
- Established and enforced SLA’s with Bb
- Reallocate IST staff to improve incident resolution
- Utilized strategic outsourcing for level 2 support
- Weekly Status Meetings with Bb
- Implement Access Management Solution

Improve Cybersecurity
- Implementing Security Awareness Training for Community
- Establishing Information Security Maturity Assessment
- Leveraging vCISO strategic outsourcing recommendations
- Establishing patching/upgrading schedules
- Implementing Advanced Identity Mgmt/ Access Mgmt
- Establishing Policy and Procedures Documentation

Establish Sustainable Research Computing Platform
- Benchmarking other R1 schools
- Establishing Hybrid HPC Computing Opportunities
- Designing new HPC Center on Campus
- Utilizing the cloud for POC’s
- Establishing procedures for reviewing requests for HPC
- Designing portal to allow researchers to request services
Progress

Re-Architect Network Infrastructure
- 50% of primary data center is vacant
- 50% of workload migrated to cloud
- Investigating modern UC systems
- Investigating SD Wan solutions available in new core
- Tape Storage devices will be eliminated by March 2020
- Implemented IoT wireless to support future teaching/learning
- Establishing a hybrid enterprise architecture

Leveraging SaaS platform:
- Primary web servers
- Advancement,
- Housing
- Scheduling
- CRM
- Scheduling demo for HR
Future Initiatives

- Build a culture of innovation
- Support improved business processes
- Establish a structured BI capability
- Increase technology and business collaboration
- Establish staff development programs
- Align with progressive companies, not just higher ed
- Incorporate AI and eliminate outsourced call center
- Incorporate more self service features into IT site
- Identify SaaS solutions for remaining legacy services
- Implement modern SaaS ERP solution
- Implement SaaS based end point security
- Implement advanced wireless to support innovation