

Initiative One Advisory Groups

Desktop Acquisition and Imaging Advisory Group

Working in collaboration with the Desktop Support Advisory Group, this group will be focused on leveraging efficiencies by adoption of a more standard hardware platform(s) (Dell, Apple, etc.) including the imaging standards and mechanisms for deployment, support, and refresh of that hardware across the campus. This advisory group will:

- Articulate campus needs and recommendations for desktop images (software, configuration, etc.)
 - Define and recommend standard imaging solutions for campus desktop deployment
 - Define and participate in the quarterly acquisition/imaging/replacement lifecycle of hardware and application updates/deployment
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Desktop Support Advisory Group

A customer service workgroup charged by IT in the fall in 2008 recommended a coordinated zoned approach model for KU desktop support that works in conjunction with self help/knowledgebase resources (Tier 0) and Customer Service Center (Tier 1) support. As a continuation of that conversation, the Desktop Support Advisory Group is charged with fully exploring the operational needs and details of an institution wide approach to Tier 2 Desktop and Application Support based on geographic zones across the Lawrence campus. Information Technology will provide proposed zone definitions to open the conversation. This advisory group will:

- Define optimal support staff/desktop ratio guidelines to achieve high quality service benchmarks for each of the campus zones
 - Define user support and training targets for desktop and enterprise applications
 - Propose desktop support technician training standards, certification requirements, and required qualification levels
 - Propose standard requirements for desktop support positions across KU
 - Define university supported tools and software based on what is needed by the user community – This will feed into a Desktop Imaging Advisory Group charged with the logistics of providing the tools/software in standard KU desktop images
 - Model the Total Cost of Support per FTE at KU based on the standards defined and the number of qualified support staff needed in each zone
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Enterprise Document Imaging Advisory Group

ImageNow is currently available for a select group of campus offices and departments to scan and store images. Additional functionality such as workflow and expansion of this service to an enterprise implementation has been articulated as a need by the campus but not well defined at this time. The Enterprise Document Imaging Advisory Group will work to:

- Define the enterprise imaging needs of the campus
- Recommend either the expansion of ImageNow or consider if other enterprise imaging products warrant evaluation

- Articulate the workflow needs of the institution and associated integration with existing enterprise systems
 - Discuss storage and security management requirements at an enterprise level
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Enterprise Document Management Advisory Group

The campus wide availability of Hawk Drive (Xythos) as an Enterprise Document Management service provides opportunities for departments and offices to leverage this central service for sharing, versioning, accessibility, workflow and other new ways of working with and storing/accessing documents at KU. This group will work to advise Information Technology on

- The adoption of Hawk Drive across the enterprise
 - Articulate departmental configuration/storage/access needs keeping the institutional perspective at the forefront of the conversation
 - Assist in exploring cost models for expansion beyond individual use to departmentally leveraged document stores
 - Define criteria for license allocation and users needing Xythos Drive functionality
 - Define and recommend ways the adoption and expansion of this enterprise service can consolidate and/or eliminate decentralized file servers at a departmental level saving money and technical resources across the campus
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High Performance Computing Advisory Group

The High Performance Advisory group will assist IT, and the Directors for Research Computing in further developing an overall strategy to deal with high performance computing at KU. This advisory group will assist the directors with the following:

- Integration and enhancement of clusters towards maximizing cycles, including sharing
 - Identifying areas of improvement, and methods to implement, that would have high impact on HPC capacity and capability
 - Developing collective asset management pathways
 - Developing resource sharing environments and protocols, e.g. system administration, storage etc.
 - Developing communication pathways linking researchers, resource managers, implementers and strategic planners
 - Building core IT capacities in support of high performance computing
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Network Architecture Advisory Group

Working in close collaboration with both the Storage Advisory Group and HPC group, this group will be focused on enhancements and changes to the University Network Architecture. The Advisory Group will:

- Articulate the need and assist in the priority of edge device refresh enhancements.
- Network backbone enhancements
- Discuss redundancy requirements for the Network
- Assist in Security discussions for the network

Storage Advisory Group

The Storage Advisory Group will be responsible for helping IT develop plans to assimilate storage capacity, deployment, and integration of current infrastructure into a cohesive approach across KU. The planning process will cover administrative system storage needs, document sharing spaces, research community needs, as well as general storage requirements. Records management is not within the purview of this advisory group, however data audit design requirements as an infrastructure parameter are to be considered.

- Develop a KU storage profile
- Develop an overall storage schema, taking into consideration the different types of storage, existing assets, and the various diverse uses
- Design an overall strategic plan for an integrated approach to asset management and deployment
- Assist with developing overall governing policies related to storage, taking into consideration the data security, identity management, and other related paradigms