Reimagining IT at Penn State
Transforming IT in Support of Our Mission

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THE PURPOSE OF IT

The University’s mission is to change lives and make the world a better place

To cure cancer
To combat the opioid crisis
To stop the spread of the spotted lanternfly
And so much more

IT is here to support that mission
THE CASE FOR CHANGE

- Penn State deserves a world-class IT organization
- Funding model, business processes must adapt to financial realities
- Speed of change is transforming entire systems of production, management and governance
- Workforce must keep pace with changes
- IT has very large potential attack surface
- Duplicative services, systems are robbing our capacity for innovation

RIT OBJECTIVES

- Improve focus on unique local IT needs
- Differentiate Penn State through progressive use of technology
- Optimize IT financial and personnel resources
- Simplify the IT experience
- Create an agile, responsive IT organization
- Provide students with modern technologies to support their learning
ALIGN
Align our resources with the mission and strategic plan of the University

OPTIMIZE
Optimize our investments in technology and services

CREATE
Create capacity to support innovation

Pillars of RIT
PEOPLE PROCESS TECHNOLOGY
Pillars of RIT

PEOPLE

• IT job redesign
• Workforce development
• Organization design

Top Future IT Skills

1. Learning Technologies
2. Mobile
3. Cloud Computing
4. Business Intelligence
5. Security
6. User Interface
7. Data Analysis
8. Business Analysis
9. Quality Assurance
10. Multimedia Production

Only four of the Top Ten skills needed for the future are in current Top Ten skills inventory.

Source: Cornell and Ivy Plus IT Directors’ evaluation of future needs
Pillars of RIT

**PROCESS**

- Discovery and benchmarking
- Digital transformation
- Continuous process improvement

This is a shift in thinking: going from inside-out, where the initial focus is on technology, to outside-in, where the desired experience for the user is considered first.
Pillars of RIT

TECHNOLOGY
• Initial focus on rationalizing IT services
• Enterprise service management
• Expand on units’ progress

Service Rationalization Model

- Take maximum advantage of scale economies
- Concentrate local effort on specialized needs
- Gain efficiencies through toolset standardization
- Minimize duplication

CORE
- Services can be utilized by all users
  • Network Internet
  • Email

COMMON
- Services used by a distinct community of users
  • LionPATH
  • CollegeNet

UNIQUE
- Services unique to a department
  • Food Sciences sensor lab
  • BrainVoyager QX software
RIT ENGAGEMENTS

Advisory Committees
- CIO
- Teaching and Learning
- Research
- Administrative
- IT Staff
- Student Leadership Roundtable

Additional Meetings
- Academic Leadership Council
- President’s Council
- Faculty Senate
- University Committees
- Summits

NEXT STEPS

- Launch advisory committees
- Build out Senior Leadership Team
- Continued focus on communications and engagement
- Establish governance
- Implement Discovery process