

A dark blue background with a light blue network pattern of interconnected nodes and lines.

IT Transformation Town Hall Meeting

November 13, 2023

Agenda

- 2:00 p.m. | Welcome

 - 2:05 p.m. | IT Transformation - Progress Update & Next Steps
 - “Deep Dive” Areas
 - Job Architecture
 - Next Steps

 - 2:45 p.m. | Moderated Q&A
-

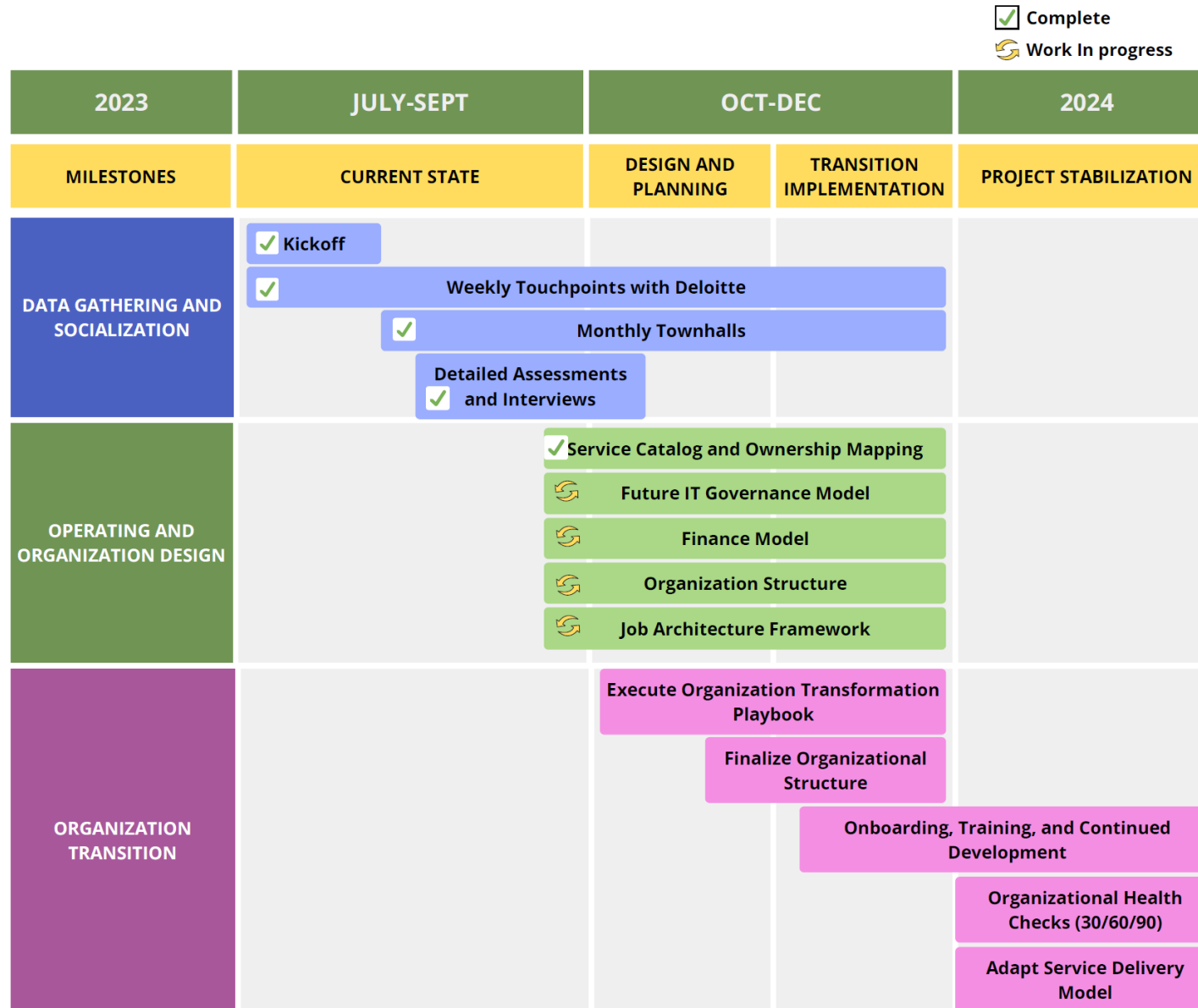
Organizational Design & Structure

- Better align service delivery, organizational structure, and business interaction model in support of overall enterprise strategies
 - Unify IT roles and teams, system-wide, under single organizational and leadership structure
 - Cohesive structure is critical to help evolve/mature processes (repeatable, consistent)
 - Preserve local customer care and teamwork (Enterprise | Campus | Specialized delivery model)
- Identify all relevant IT services and resources to move into a unified structure
 - Assess traditional IT roles as well as those embedded within business units and adjacent groups
- Determine org structure last, not first -- “structure follows function”

Governance Model

- Assess current governance frameworks, structures and/or processes so that we can collectively determine how to best redesign and/or optimize those moving forward
 - Provide greater insight and visibility
 - Ensure agility and responsiveness

Timeline



Current Focus

Detailed Assessments/Deep Dive Interviews

Objectives

- Gain better understanding of operations, processes, pain points, technology requirements, and interactions for three critical areas: **academic and classroom technology**, **data and analytics**, and **research computing**
- Provide external perspective on current state of service delivery and gather input on vision for the future to help ensure the design for unified IT organization is well positioned to provide tools, resources and structure needed to meet evolving needs

Progress Review

- Total of 21 interviews completed
- Observations, findings and recommendations provided for **Research Computing** and **Data Analytics**
 - Work underway to gather additional details in **Academic Technology** space



Sue Van Voorhis
Specialist Leader
Academic Technology



James Wilson
Technology Fellow
Data Analytics



Roy Mathew
Principal
Research Computing

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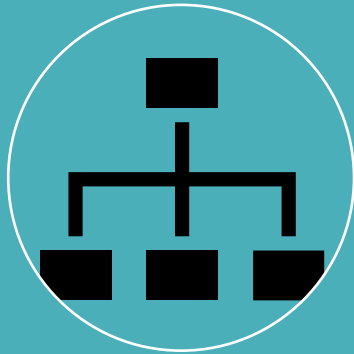
■ What is it?

- The infrastructure or hierarchy of jobs within an organization
 - Encompasses job titling, grades, career paths, the criteria for career movement, and market-focused compensation programs based on job value
 - Provides the infrastructure for HR that drive the business, including total rewards, workforce planning, learning and development, and succession planning

■ Why is it important?

- Effective job architecture should provide:
 - A sound, easy-to-use system for determining the value of jobs based on business needs, and market practices
 - A consistent methodology and decision support for assigning job levels and titles
 - Workforce planning and career paths that are logical, transparent, fiscally responsible, and support employees and strategic business needs

Job Architecture Process



Organizational Design

- Services
- Teams
- Levels



Job Analysis

- Job descriptions
- Titles
- Qualifications



Compensation

- Market Comparison
- Pay Grade Adjustment
- Placement in Grade



Career Development

- Career Families/
Career Paths
- Competencies
- Skill Assessment
- Succession Planning



Governance

- Title Utilization
- Reclassification/New
Position Requests
- Job Description
Review Cycle





IT Unification Job Architecture Tool

■ Job Stream, Job Level

- Categorization of job classifications into leadership, professional (exempt), support (non-exempt)
- Setting expectations levels and requirements for various classifications e.g., Entry, Intermediate, Senior, Master

■ Job Family, Job Function

- Utilized for development of team structures and career progression
- Job Family examples: Applications, Infrastructure & Operations, Customer Success
- Job Function examples: Customer Services & Support, Desktop Support, IT Service Management

■ Job Title

- Review of job titles as compared to current market trends to better attract job candidates

■ Market Salary Match

- Matching of classifications to market salary source titles to determine comp. rates and appropriate salary grade

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Timeline & Next Steps

August - October 2023

- Project Launch
- Discovery Process
- Targeted Sessions 
 - 24 interviews completed for Academic Tech, Research Computing, & Data Analytics



December 2023 & Early 2024

- **12/12/23: Next Town Hall**
(2 pm - 3:30 pm, BSC/Woodhill)
- Financial model and approach moving forward
- Complete organizational structure design/definition
- Socialize IT transformation approach and initiate implementation phases

AUGUST - OCTOBER 2023

NOVEMBER 2023

2024



November 2023

- **11/13/23: UNT Exec. Leadership Meeting**
- Complete job architecture process
- Conduct due diligence on targeted follow ups for Academic Tech
- Deloitte to provide findings and recommendations for target areas
- Finalize core IT services evaluation (in scope)
 - Tech. teams within business units / adjacent groups
- Organizational structure design/definition
- **11/30/23: UNT Deans/Provost Meeting**





Q & A Session