

WEBVTT

00:00:57.697 --> 00:00:58.177

We're good to go.

00:01:07.537 --> 00:01:07.837

OK.

00:01:09.397 --> 00:01:12.607

All right. It's a little bit after two. So we're going to go ahead and

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get started. We're coming at

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you today from UNT Dallas. So thanks for the to the UNT

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Dallas team for helping us set up the AV

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for this meeting and to Lakins team for

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all the preparations to get us here we

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e have a pretty packed agenda

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today, the initial draft, some of the changes that we've made

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e made based on some feedback was added.

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Some staffing updates, so we're gonna briefly talk to you a little

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bit about some of the changes in either new or expanded

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roles within Christopher's

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CTO organization as well as our IT vendor management organization

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And then last time we talked a little bit about our strategic plan

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n. And so I'm actually going to.

00:01:58.117 --> 00:02:01.417
Walk you through that and so the progress that we're

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making collectively and then from there highlight some of the IT

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technology implementations that we're going to be doing in the near
term to support

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that. So that's a little bit of the changes from

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the agenda that was originally sent out. So that's what we have in

00:02:15.827 --> 00:02:16.057
front of you.

00:02:16.947 --> 00:02:20.097
Let me go to

00:02:20.097 --> 00:02:24.917
the next slide and I'm going to turn it over. And by the way, we're
going to be tag teaming here

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as we present some of the material, but I'm gonna start with
Christopher and let him one of the one

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pieces of feedback that we heard from several of you was, hey

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as we as changes happen, we don't really know about them. So I want to
make

00:02:36.137 --> 00:02:39.347
e sure that Christopher had a chance to introduce Ryan and his

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expanded role as well as Chris Paulson and Andy Meyers and

00:02:42.457 --> 00:02:44.177
his revamp role. So Christopher, turn over to you.

00:02:48.687 --> 00:02:51.847

Thank you. So couple of things that we've

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done over the last few months, Ryan Kane

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was with HSC, many of him or

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ow him or have gotten to know him better, but he has taken

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over a combined role. So he's still managing all the

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infrastructure and everything that he was doing

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in the past at HSC, but he's also

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taken on the system side of things which

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h is storage, virtualization, data centers when we say.

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Data center, I mean from sort of the system side and all

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of the cloud platforms that we have

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Azure and the Microsoft 360

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environment, so basically all of those teams

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Identity and access management, the Microsoft Office

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e 365 team, storage virtualization, all

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ll of those areas. So he'll have that

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under his control or his org

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if you will and his title will be Director of.

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Infrastructure services. Then we also brought Chris Poulson on

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and we brought him on. He actually took

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the role of director of network and telephony, so.

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Once I arrived here, probably a

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few few months in, I moved Blake Meyer into the

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role of being over both

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network and telephony and so

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o Blake moved on a while back. I'm sure you all are aware, and we brought

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Chris Poulson in, so Chris is going to have Stuart

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t Christians Stewart Christian, who was

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recently promoted to a management role where he is actually

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over several different areas. And then we have Demario Collins.

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Is an architect, and then we've got the vast

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telephony team, which includes Jim Trammell and that group down

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at HSC and then Dowell and Alan and Leah, so

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o those two roles, a new role that we created as well

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is the Director of IT Operations. We didn't really have a

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focus on that on the system side and as we look

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k to sort of unify the environments we wanted to

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to have a leader in a role that could really provide that ITIL

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L sort of guidance and support.

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So Level 1 service desk will be implemented and

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we're actually taking Knock resources as you all know

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we're migrating away from our on premise data center in

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n the coming months and we want to actually establish a

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true Level 1 service desk.

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It's really weird. I wanna look this way but there's nobody here

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so I'm just gravitating to these guys

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But Andy will have the web

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services team still, so we are doing a massive

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migration to Azure. Appreciate it. And then we

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also have this Level 1 service desk and then we have the

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he help desk, which is like Jonathan Brand and his

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team. So all of those groups, Krista Berry will roll up

00:05:46.727 --> 00:05:47.957
up to Andy and then.

00:05:48.197 --> 00:05:51.247
Will it look to establish more

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standards inside of the Servicenow platform and then

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truly implementing a Level 1 service desk and

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d when I say level one, I mean having SLA driven matrix

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with severity 1234

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tickets, truly being able to look at Breached response breach
resolution

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n, all of those kind of things. So those are the updates that I

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have with some of the new leadership and roles that we have

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on the technology services side.

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And I wanted to introduce Michelle Mccauley, who is not here, but

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is over our IT vendor management space, one of the

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things that we've been doing with across

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s IT is trying to determine who our strategic vendors.

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What dollar thresholds, what contracts we have

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across the enterprise and how can we work to keep track of

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those contracts, be a good customer to these vendors

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and hold our vendors accountable to some of the SLAs that we may sign

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up for, go through our contracts and make sure that we're getting

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the best pricing. And we're fortunate enough to get her from the procurement team and she

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has been with the enterprise for I believe nine years now. So she's been a

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great addition.

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Alright, again, I want to start with that, just to briefly

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briefly give you some of the some of the updates that are happening on the system side.

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Now moving on, I'm going to cover a couple

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slides. Obviously, we're here to give you an update on the work that we're doing the IT

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IT unification, IT transformation.

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So we're again. We're gonna tag team James and I will cover some

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of this and then we recently have been spending a lot of time

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in our IT governance. So we're going to have Anthony and Patrick

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k cover those pieces. But as it relates to the you the transformation there's

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s really two major drivers, right. The first one is our IT

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T organizational design and structure and this is where we're trying

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to and aligning and reorganizing ourselves

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under one comment organizational structure and leadership structure

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ucture. And so we're.

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Obviously knee deep into that and I'll get into that a little bit more details

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on the next slide in terms of our timeline, but as we go through

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that, we've talked about preserving that look local customer care and

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knowledge and expertise at the right level, right. So we've

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ve been spending a lot of time and have continued to wrap up the.

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Kind of our assessment of the service delivery portfolio

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and what tier that should be delivered with the enterprise level campus or

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specialized so and again we're

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e we're going through the through the analysis there on identifying all

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the relevant services and resources that could potentially move

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into unified structure and from an

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n organizational structure perspective nothing has changed except for the few real lines

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that we talked last time. We're still going through that analysis

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and the second piece is our governance model and as we embark

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k on this.

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On his journey, we want to make sure that we understand

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what are we doing today from an IT governance perspective, You

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t is working well? What are the adjustments that we need to make

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So there's really, these are really two of the key pillars and initiatives that we

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we're focusing on from now through the end of the year.

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In terms of the timeline

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we share this with you last time really

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y we're splitting time between sort of the discovery

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phase and starting the planning phase, right. So but in between those

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sections in blue and green really we are

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e wrapping up and I think we're probably 95% of the way, the way

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with looking at our service catalog catalog

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catalog and discussing and agreeing on again what

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t approach do we take on service.

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Delivery going forward, again at an enterprise campus and specialized

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level. So we're, James going to talk a little bit about

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that. We spend a significant amount of time recently

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looking at our IT governance and so again Anthony and Patrick will talk to

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ll talk to you about that.

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Robert's been looking, helping us, looking at our

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financing and our sources of funds

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for all the different roles and expenditures out there and helping

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s think through in the future. How do we manage that and then over the

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e next few weeks, we'll start to really dive into the actual organizational

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structure. HR has started to look at our job architecture and has come

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up with sort of an initial rough pass at that still

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l more work to do there, but that these are the areas that we're focusing on

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n you'll see.

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Come on back on kind of the

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discovery phase, we're going to be spending some time

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in three targeted areas doing some more

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discovery and deep dive analysis and conversations

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around those operations of James is going to talk a little bit about what those are

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what's not captured here is some

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of the communications and ongoing updates that we've

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at we've been providing.

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So we've been meeting with the UNT

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Deans and Provost group

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We've met both THC and UNT

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Dallas executive councils and provide an update

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on the unification of the transformation, the objectives

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similar content that we share with you and then recently

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had a chance to go present to

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an expanded leadership team from all the campuses

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s and system around our quarterly strategic updates.

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Also about kind of where we are the progress that

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t we've made and also what's ahead, so just want to give you

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a flavor of that, but James is going to highlight a

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couple things around the again the delivery models and some of

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the work that we've done and also the targeted conversations that

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at we're about to embark on.

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So you may recall from the last IT Town hall

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we had talked about the service catalogs and really what we were
breaking down was

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this concept of what's at enterprise as

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a service, what's at the campus level for services

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and then what's a specialized service and if you recall we

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we don't have this slide today, but we had this big organizational

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chart right where we're reviewing all the different IT services that
we

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e offer and then really discussing as a

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group how those shake out within this pyramid and within this

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scheme and.

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And so, in an effort in doing that, there are several

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areas that as a group we need more insight into

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and this is really where we come in with a partnership with Deloitte.

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So that partnership with Deloitte, what

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you will start to see and this will be different activities

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at different campuses with different groups is

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really kind of that survey and interview process

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that will help us get detailed information into

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the areas that we don't know enough about as a group and in order to

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make sure that we're having the right planning and

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d the right structure and the recommendations that are being

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put forward aligned with our strategy, we felt

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it necessary.

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Really. To do that interview process and flush

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out those details that we as a group are missing and so

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the three areas in particular, as you'll see on

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the slide deck here is academic and

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classroom technology, which as focal point primarily most of

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of that interview work will be happening at UNT.

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Data and analytics is an example where the interview

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process will be taking place across the enterprise. So all three

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campuses as well as system, it will be going through that enterprise

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interview process and then

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research and computing really will go through the

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interview process with HSBC and

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UNT and so what we expect to have happen as

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s these interviews progress through the course of this month is to

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meet with Deloitte. Afterwards we'll have a better and firmer.

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Understanding of the details that we don't

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know today, so that we can ultimately talk through that

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service catalog and really come out on the other end with the best recommendations

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for the IT enterprise and how

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that looks within these service deliveries for us as

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a as an organization.

00:14:10.877 --> 00:14:11.297
Anthony.

00:14:12.687 --> 00:14:15.907
Just to kick this off. Go ahead, come on in

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So the other aspect that we've been

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focusing on is our IT governance. And so we

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recently embarked on a journey to walk us through kind of where

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we are, where we're, where we need to go. So Anthony and Patrick are going

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to attack team on this next section to kind of give you a flavor of what

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t this is all about and some of the feedback that we heard from our stakeholders so.

00:14:37.677 --> 00:14:40.787
All right. Good afternoon

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Yeah. So as Juan mentioned, quite a lot of activity happening

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on the IT unification front and as part of that one area

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ea we are focusing on is IT governance and IT

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governance redesign. Now one thing I wanted to say was I was a little hesitant

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to even speak to this agenda item up until now I was

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as a consumer of this process, not just this current iteration

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of IT governance, right, but really the previous one

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or two iterations as well and you know as

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as HSC.

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Stakeholders have actually kind of felt some of the challenges

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and the frustrations as you that's inherent in that

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that process. What I can offer is I think the current management team understands that

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and hence the reason we are focusing on

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that. So before Patrick and I go go in

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and kind of talk about some of the tactical updates, let me spend

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a minute just kind of talking about what does it governance mean

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to us, right. So recently like Juan mentioned

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we did have a workshop that was facilitated by.

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Infotech and I borrowed or stole

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this set of slides from them on one side

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e, it's about strategic alignment, right R teams

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and resources supporting the enterprise

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level objectives, the enterprise strategy of the

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organization itself. A good example here is

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something that Jim Buchanan later later on is gonna talk about

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t. It's the pay job project, right? So

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from a enterprise strategy perspective.

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We have a stated strategy

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around improving our talent management

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setup practices and the example here is it

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kind of aligning with that by implementing the page up

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project itself. Another example from

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the Health Science Center campus could be a brand new nursing

00:16:29.457 --> 00:16:32.717

programs, the nursing school and associates associated

00:16:32.717 --> 00:16:35.757

set of nursing programs and it aligning

00:16:35.757 --> 00:16:39.867

to provide timely technology help with some of those efforts, right.
So again

00:16:39.867 --> 00:16:40.677
with.

00:16:40.777 --> 00:16:44.087
With this bucket, the bottom line question

00:16:44.087 --> 00:16:47.327
being asked, is IT aligning to support

00:16:47.327 --> 00:16:50.337
the top level business objectives of the

00:16:50.337 --> 00:16:53.607
organization itself? Next comes

00:16:53.607 --> 00:16:56.867
resource optimization and for our team this means 2

00:16:56.867 --> 00:16:59.927
wo things. Right from one side, do we have the right

00:16:59.927 --> 00:17:03.447
mix of people and finances

00:17:03.447 --> 00:17:06.517
ces assigned across? I'll keep the lights on type of

00:17:06.517 --> 00:17:09.957
jects and our new business projects and constantly.

00:17:11.137 --> 00:17:15.427
Getting that mix, making that allocation correctly from

00:17:15.427 --> 00:17:18.827
a different perspective. This is also about making sure that each one

00:17:18.827 --> 00:17:22.147
of our member institutions UNT Dallas, the health

00:17:22.147 --> 00:17:25.557
h Science Center, UNT Denton, that we have the right out

00:17:25.557 --> 00:17:28.877
resources again people

00:17:28.877 --> 00:17:31.687
finances allocated to each one of those member institutions.

00:17:32.237 --> 00:17:35.557
Now with this next one

00:17:35.557 --> 00:17:38.917
risk optimization, we are adding another variable to the

00:17:38.917 --> 00:17:42.457
mix really around how much of our resources is assigned

00:17:42.457 --> 00:17:45.817
to risk management and control type of activities

00:17:45.817 --> 00:17:48.267
right. So again here we are trying to really kind of.

00:17:49.317 --> 00:17:52.387
Get our variables right across those 3

00:17:52.387 --> 00:17:55.397
new business keeping the lights on

00:17:55.397 --> 00:17:58.017
n and risk management activities itself.

00:17:58.727 --> 00:18:01.767
The last one, it's around IT

00:18:01.767 --> 00:18:05.067
value delivery now this is one we feel

00:18:05.067 --> 00:18:09.207
happens quite a bit on the corporate commercial side of things

00:18:09.207 --> 00:18:12.867
gs. My eyesight's really bad. I gotta read it, but it doesn't happen

00:18:12.867 --> 00:18:16.427
as often on the higher ed it

00:18:16.427 --> 00:18:19.837
investments and initiatives And are they delivering

00:18:19.837 --> 00:18:22.867
the expected value, right. So again, I'll bring

00:18:22.867 --> 00:18:27.137
up another sort of an example that same page up

00:18:27.137 --> 00:18:29.257

project, right, the tactical execution.

00:18:29.347 --> 00:18:32.407

There could be once the page on project is

00:18:32.407 --> 00:18:35.457

implemented, right us partnering with HR

00:18:35.457 --> 00:18:38.507

to understand hey, is it delivering on the

00:18:38.507 --> 00:18:41.547

stated objectives itself, so in

00:18:41.547 --> 00:18:44.777

this case, I believe even in our strategic plan we have

00:18:44.777 --> 00:18:46.867

ave key metrics around.

00:18:48.187 --> 00:18:52.217

Decreasing employee turnover, right and

00:18:52.217 --> 00:18:55.867

creasing engagement through Gallup scores and things like that

00:18:55.867 --> 00:19:00.097

So again, at a high level, this is what IT governance means

00:19:00.097 --> 00:19:04.217

to us and some of the key focus areas that we are

00:19:04.217 --> 00:19:04.577

are focusing on.

00:19:05.557 --> 00:19:07.007

All right. Next one.

00:19:09.327 --> 00:19:12.847

Alright, so one already mentioned that we

00:19:12.847 --> 00:19:15.867

recently did have a workshop that

00:19:15.867 --> 00:19:19.497

was facilitated by Infotech I

00:19:19.497 --> 00:19:22.817

I want to highlight here a number

00:19:22.817 --> 00:19:26.497
of key executive level staff from all three institutions

00:19:26.497 --> 00:19:30.377
joined us for this effort, you'll see

00:19:30.377 --> 00:19:33.697
here again executive level staff from again all

00:19:33.697 --> 00:19:37.737
three institutions across academic

00:19:37.737 --> 00:19:39.907
research, finance, budget, even administrative areas.

00:19:39.987 --> 00:19:43.247
Joining us certainly wanna kind of appreciate

00:19:43.247 --> 00:19:46.537
this team's time and investing time with us to kind of have

00:19:46.537 --> 00:19:49.597
some of these conversations, but also wanted

00:19:49.597 --> 00:19:53.257
to really highlight, look, we're not doing this in a vacuum, we are

00:19:53.257 --> 00:19:54.917
engaging with the business as we gather feedback.

00:19:55.717 --> 00:19:58.927
So one of the early questions we asked

00:19:58.927 --> 00:20:02.577
the team was what are

00:20:02.577 --> 00:20:05.967
some of the current governance challenges? What's broken, What are

00:20:05.967 --> 00:20:09.477
the frustrations? Where can we

00:20:09.477 --> 00:20:10.607
improve and what do you see here?

00:20:12.127 --> 00:20:15.317
It's really a sort of an unfiltered view of someone

00:20:15.317 --> 00:20:19.367
that some of that feedback certainly not going

00:20:19.367 --> 00:20:23.807
g to kind of read through each one, but I'll maybe pick one or two

00:20:23.807 --> 00:20:27.767
opportunity to mature strong communications

00:20:27.767 --> 00:20:30.767
are needed between system institutions and central it.

00:20:31.947 --> 00:20:35.287
You know better resource allocation and things like

00:20:35.287 --> 00:20:38.567
that, so I'll go to the next page as well and

00:20:38.567 --> 00:20:42.547
d some of that feedback sort of continues, so

00:20:42.547 --> 00:20:45.817
really what we ended up doing was gathering a lot of that this

00:20:45.817 --> 00:20:49.027
s feedback and internally trying to kind of identify hey what are

00:20:49.027 --> 00:20:52.547
re the big rocks that we need to focus on and really that's

00:20:52.547 --> 00:20:55.987
s where some of the boxes in red on

00:20:55.987 --> 00:20:59.877
the right hand side come in. So we feel a lot of this feedback

00:20:59.877 --> 00:21:02.507
k falls into either better transparency.

00:21:02.907 --> 00:21:06.347
Agility. Effective Communication

00:21:06.347 --> 00:21:09.597
a closer business, IT partnership, or a

00:21:09.597 --> 00:21:13.237
etter resource management aspect itself

00:21:13.237 --> 00:21:16.517
So really as we kind of pushed ahead we

00:21:16.517 --> 00:21:19.967

e took this feedback and Infotech guidance back to us

00:21:19.967 --> 00:21:23.027

was you have this what are going to be some of

00:21:23.027 --> 00:21:26.377

f your governing principles around building the new

00:21:26.377 --> 00:21:29.457

governance structure and that's where Patrick's going to pick up the

00:21:29.457 --> 00:21:31.727

baton and kind of take us through some of that.

00:21:34.627 --> 00:21:37.097

Thanks, Anthony. Good afternoon.

00:21:37.867 --> 00:21:41.657

So as Anthony mentioned, we involved key leadership

00:21:41.657 --> 00:21:45.577

from across all of our UNT campuses in this conversation on evaluating

00:21:45.577 --> 00:21:49.487

IT governance and gathered feedback on current governance

00:21:49.487 --> 00:21:52.577

challenges at all levels of our

00:21:52.577 --> 00:21:53.377

organization and.

00:21:54.837 --> 00:21:55.937

Go to the next slide here.

00:21:56.997 --> 00:22:00.717

There we go and

00:22:00.717 --> 00:22:04.157

d after that was towards the beginning of our engagement with

00:22:04.157 --> 00:22:07.917

Infotech on governance and then and later on kind of

00:22:07.917 --> 00:22:11.437

evolved into conversation around principles and guiding principles as

00:22:11.437 --> 00:22:13.407

we develop and evaluate.

00:22:14.567 --> 00:22:18.407

Governance model that's going to work best for you and

00:22:18.407 --> 00:22:21.597

TUM. And I won't read through all these but just these are no

00:22:21.597 --> 00:22:25.377

o particular order of importance, but just to kind of name a few

00:22:25.377 --> 00:22:28.817

here, Effective resource management and allocating

00:22:28.817 --> 00:22:33.207

IT resources in a way that best supports all of our campuses engaging

00:22:33.207 --> 00:22:36.337

stakeholders at all

00:22:36.337 --> 00:22:40.167

levels in this governance process and structure this

00:22:40.167 --> 00:22:43.257

s came up you know many times was something that's

00:22:43.257 --> 00:22:45.127

t's responsive and agile to support the needs.

00:22:45.297 --> 00:22:46.927

Technology needs of our campus.

00:22:54.377 --> 00:22:58.617

So it was important for us to talk

00:22:58.617 --> 00:23:02.337

about in assess kind of where we stand today

00:23:02.337 --> 00:23:06.607

and the maturity level of our current IT governance

00:23:06.607 --> 00:23:09.787

structure and we felt we were in more

00:23:09.787 --> 00:23:14.567

of a traditional people document centric controlled

00:23:14.567 --> 00:23:16.807

governance today and.

00:23:18.147 --> 00:23:21.337

For us, we felt that it based on the feedback

00:23:21.337 --> 00:23:24.377
from key stakeholders and our conversations around kind of guiding

00:23:24.377 --> 00:23:27.687
principles for what we feel like is best future state

00:23:27.687 --> 00:23:31.007
for us moving more into a data

00:23:31.007 --> 00:23:33.557
centric agile governance.

00:23:35.167 --> 00:23:38.697
Would support our institutions and align with

00:23:38.697 --> 00:23:39.327
our goals better.

00:23:44.837 --> 00:23:47.347
So an outcome of the Infotech.

00:23:48.147 --> 00:23:51.347
Engagement around governance was looking at

00:23:51.347 --> 00:23:54.587
a few different models and

00:23:54.587 --> 00:23:57.997
we landed on this federated model. We

00:23:57.997 --> 00:24:01.197
felt that it was the most relevant or the best fit model for

00:24:01.197 --> 00:24:01.897
UNT.

00:24:03.217 --> 00:24:07.017
And as you can see with that

00:24:07.017 --> 00:24:10.037
federated model here you have each

00:24:10.037 --> 00:24:13.387
UNT campus having a voice in

00:24:13.387 --> 00:24:16.837
IT, related decisions. But while

00:24:16.837 --> 00:24:20.297

e adhering to overarching values and goals we have

00:24:20.297 --> 00:24:20.447
as UNT.

00:24:22.237 --> 00:24:25.357
So like I said, one of the benefits

00:24:25.357 --> 00:24:28.687
is all of us kind of having a voice in this

00:24:28.687 --> 00:24:31.747
process and hopefully the goal

00:24:31.747 --> 00:24:35.327
being more efficient, quicker decision making for our campuses around

00:24:35.327 --> 00:24:38.557
IT and technology related needs

00:24:38.557 --> 00:24:41.757
optimized resource allocations and just improved alignment

00:24:41.757 --> 00:24:44.427
with our business objectives and organizational goals.

00:24:45.837 --> 00:24:48.857
Not everything we do in IT necessarily needs to go

00:24:48.857 --> 00:24:51.867
through this whole kind of structure here just

00:24:51.867 --> 00:24:55.257
when it's appropriate. But like I said, ultimately I

00:24:55.257 --> 00:24:59.567
think what we really want is to find efficiencies

00:24:59.567 --> 00:25:02.767
around decision making for our campuses as it relates

00:25:02.767 --> 00:25:02.967
to technology.

00:25:13.397 --> 00:25:16.577
Alright, we're flying right along. So again

00:25:16.577 --> 00:25:21.537
wanted to give you an update on the on and really the IT governance
work

00:25:21.537 --> 00:25:22.867
is just starting we.

00:25:23.837 --> 00:25:26.957
We can. We just completed the workshop last

00:25:26.957 --> 00:25:30.127
week, made a lot of good progress on again understanding

00:25:30.127 --> 00:25:33.587
the pain points of the common threads across that we heard from our
leadership

00:25:33.587 --> 00:25:37.387
again around agility, transparency

00:25:37.387 --> 00:25:40.887
you know, resource resource management and planning and

00:25:40.887 --> 00:25:44.037
allocation was a common thread one of the things also

00:25:44.037 --> 00:25:44.217
o that we.

00:25:44.917 --> 00:25:48.707
That we heard consistently, even with among us, was

00:25:48.707 --> 00:25:52.577
we don't really have a good intake process except in a handful of

00:25:52.577 --> 00:25:56.017
areas like our ERP team. So a

00:25:56.017 --> 00:25:59.297
lot of work ahead of us but with everybody's

00:25:59.297 --> 00:26:03.497
input we we're we're

00:26:03.497 --> 00:26:07.227
certainly excited about the developing and implementing the

00:26:07.227 --> 00:26:10.467
model that works for us. Again we're as Patrick

00:26:10.467 --> 00:26:13.787
mentioned, this is about having a consistent framework

00:26:13.787 --> 00:26:16.017
across the board we all have.

00:26:16.087 --> 00:26:19.387
Pieces of governance already in place

00:26:19.387 --> 00:26:22.437
at all different layers, but this is more about bringing all that

00:26:22.437 --> 00:26:25.827
together. I'm going to switch gears a little bit

00:26:25.827 --> 00:26:29.107
and talk about the one of the things I mentioned last time

00:26:29.107 --> 00:26:32.307
we met, you know, this being our second town hall was around

00:26:32.307 --> 00:26:34.867
our enterprise strategic plan.

00:26:35.587 --> 00:26:38.637
And I highlighted that it really around the kind of three

00:26:38.637 --> 00:26:42.607
key pillars that it has as its foundation, which are you

00:26:42.607 --> 00:26:46.287
ple related, academics and research related

00:26:46.287 --> 00:26:49.977
and financial strength, right. Those are the three three key pillars

00:26:49.977 --> 00:26:53.227
So I wanted to walk you through a little bit of that

00:26:53.227 --> 00:26:56.567
plan and a little bit more detail and just share with

00:26:56.567 --> 00:26:59.677
you the first. First of all let me

00:26:59.677 --> 00:27:02.797
back up I wanted, I thought it would be

00:27:02.797 --> 00:27:06.257
e good for you to understand the time frame that we're looking at. So
this was a

00:27:06.257 --> 00:27:08.217

was a really a first iteration of.

00:27:08.327 --> 00:27:12.147

All the campuses, all the and the president's coming together with

00:27:12.147 --> 00:27:15.367

the chancellor and a few other leaders

00:27:15.367 --> 00:27:18.807

and really coming together as a as

00:27:18.807 --> 00:27:21.277

a leadership team and identifying those key.

00:27:22.057 --> 00:27:25.107

Ski areas of focus and emphasis

00:27:25.107 --> 00:27:28.907

for this plan. Obviously things were ready into motion with

00:27:28.907 --> 00:27:32.227

fiscal year 23, fiscal year

00:27:32.227 --> 00:27:35.297

24 planning. So this is a specific sort

00:27:35.297 --> 00:27:38.657

of targeted plant. Some may say it's very tactical

00:27:38.657 --> 00:27:41.927

and that's OK, but at least again it was built

00:27:41.927 --> 00:27:45.327

together, it was relying

00:27:45.327 --> 00:27:48.537

on or focusing on those 3 three areas and so

00:27:48.537 --> 00:27:51.747

the for all intents and purposes it's a

00:27:51.747 --> 00:27:52.757

s a roughly a little bit.

00:27:52.817 --> 00:27:55.897

Over year planned that we've that we've laid out.

00:27:56.917 --> 00:28:00.537

The focus areas are these

00:28:00.537 --> 00:28:03.737
listed here, so the first one is around

00:28:03.737 --> 00:28:04.547
our talent management.

00:28:05.747 --> 00:28:09.937
This is the entire life cycle right of town and acquisition.

00:28:10.607 --> 00:28:14.347
Employee development feedback, performance management, etcetera

00:28:14.347 --> 00:28:17.727
So just so we're not building our own system, I know we're in it and when

00:28:17.727 --> 00:28:21.017
en I first read it, I thought, my goodness, we don't. There's plenty

00:28:21.017 --> 00:28:25.177
of good software out there. We don't have to go build this. Obviously, this is about the

00:28:25.177 --> 00:28:28.897
e capabilities, right, building those practices here

00:28:28.897 --> 00:28:33.777
and I'll go into a little bit more detail as to what that is. So that's

00:28:33.777 --> 00:28:37.837
great around our people pillar around

00:28:37.837 --> 00:28:40.827
academics and research are really items two and three, right.

00:28:40.897 --> 00:28:44.317
So how do we grow our

00:28:44.317 --> 00:28:48.697
research enterprise and our research capabilities primarily

00:28:48.697 --> 00:28:52.377
at UNT and HSC, obviously Dallas does a fair

00:28:52.377 --> 00:28:53.417
amount of research as well.

00:28:54.177 --> 00:28:57.407
But there's some pretty specific targets and objectives

00:28:57.407 --> 00:29:01.787

at both, at both campuses and I'll walk you through that in just a second

00:29:01.787 --> 00:29:05.007

Number three is around student success, so making sure that we're preparing

00:29:05.007 --> 00:29:08.467

our students appropriately that we are also working

00:29:08.467 --> 00:29:11.937

internally on how do we focus

00:29:11.937 --> 00:29:15.217

on enrollment, how do we focus on providing the ability to our

00:29:15.217 --> 00:29:18.597

ur students to take courses across the institution. So that's really what

00:29:18.597 --> 00:29:24.017

t number three is referring to and #4 is around really our financial strength

00:29:24.017 --> 00:29:24.807

and certainly.

00:29:25.357 --> 00:29:29.147

It is a. It is a core component of what we do, making sure that we

00:29:29.147 --> 00:29:32.947

have a viable business in

00:29:32.947 --> 00:29:36.227

operation, but also gives us by focusing on financial strength gives us

00:29:36.227 --> 00:29:39.927

the ability, for instance, to have better debt

00:29:39.927 --> 00:29:43.657

t ratings that allows us to have access

00:29:43.657 --> 00:29:46.857

to more capital so that we can continue to grow our operations

00:29:46.857 --> 00:29:50.277

s to invest in facilities and campus

00:29:50.277 --> 00:29:53.767
equirements. So that's really why that why that's a that's a focus
area

00:29:53.767 --> 00:29:55.907
and then you'll see kind of a little bit of an outlier.

00:29:55.977 --> 00:29:57.797
With the Enterprise Risk program.

00:29:58.557 --> 00:30:02.217
But one of the things that the board and the Chancellor have

00:30:02.217 --> 00:30:06.217
been really focused on is around incorporating

00:30:06.217 --> 00:30:09.857
risk into our decision making into our, into our

00:30:09.857 --> 00:30:13.417
into our operations, but we haven't really had

00:30:13.417 --> 00:30:16.837
d a formal risk framework and enterprise

00:30:16.837 --> 00:30:20.157
risk framework that we all

00:30:20.157 --> 00:30:23.557
I know what it is, who's lead in it are we using

00:30:23.557 --> 00:30:26.917
we using the same risk nomenclature and

00:30:26.917 --> 00:30:28.667
approach and.

00:30:28.767 --> 00:30:30.787
Lens across the board, so.

00:30:31.467 --> 00:30:34.847
And then Ed Caruso, who was the chief audit executive and

00:30:34.847 --> 00:30:38.197
it still is, was asked to take on additional

00:30:38.197 --> 00:30:41.297
responsibilities to become

00:30:41.297 --> 00:30:44.967

the choose chief Risk officer as well. So she's going to be handling both and

00:30:44.967 --> 00:30:48.087

that's I know she will say that you don't see that in

00:30:48.087 --> 00:30:51.307

orporate America. I have seen it where typical audit

00:30:51.307 --> 00:30:54.757

it does also handle the risk

00:30:54.757 --> 00:30:57.967

program for the enterprise. So that's another area that we're going to

00:30:57.967 --> 00:31:00.617

e focusing on and so that's part of the strategic plan.

00:31:01.967 --> 00:31:04.987

I know it's going to be very small, probably not for

00:31:04.987 --> 00:31:08.207

those on online, but for those in the room here, it's very

00:31:08.207 --> 00:31:12.167

small. So I won't go through through all of them, but let me I want to

00:31:12.167 --> 00:31:15.517

give you the sense also of when

00:31:15.517 --> 00:31:18.747

en the built the strategic plan, it was built in an objective

00:31:18.747 --> 00:31:22.277

and key result model. So I think last time we talked a bit about OKR and we're going to

00:31:22.277 --> 00:31:25.287

o talk a lot more about OKR today, but this

00:31:25.287 --> 00:31:28.927

was really put in a what is the objective that we're trying to accomplish

00:31:28.927 --> 00:31:31.937

and then what are the gate, the measurements that the key results.

00:31:32.017 --> 00:31:35.317

That are going to tell us if we're on track and then

00:31:35.317 --> 00:31:38.457

are the what are the quantifiable measures that we're going to

00:31:38.457 --> 00:31:41.847

have alongside with them. So again the first one is around

00:31:41.847 --> 00:31:45.597

build a talent management system so that this is really focusing

00:31:45.597 --> 00:31:48.637

on employee engagement in terms of one on one

00:31:48.637 --> 00:31:51.287

all hand stepping meetings making sure that we.

00:31:52.017 --> 00:31:55.207

We revamp our employee or

00:31:55.207 --> 00:31:59.357

new recruitment, new prospects

00:31:59.357 --> 00:32:02.907

given better experience onboarding etcetera, so I wanted to highlight

00:32:02.907 --> 00:32:06.377

this one because Jane, Jim is

00:32:06.377 --> 00:32:09.767

going to walk through one of these specific platforms that we're going to

00:32:09.767 --> 00:32:14.097

be deploying to support this strategic initiative around

00:32:14.097 --> 00:32:18.187

you know building better talent management capabilities internally

00:32:18.187 --> 00:32:21.407

ly. The second one is around research and as you can see and again I'm not going

00:32:21.407 --> 00:32:24.447

o read all the targets and all the numbers that are listed there.

00:32:24.537 --> 00:32:28.807

But this is about going after bigger

00:32:28.807 --> 00:32:32.707

research initiatives targeting

00:32:32.707 --> 00:32:36.127
better results and

00:32:36.127 --> 00:32:40.027
ults and so a lot of different metrics and around that and for
transparency, I want to

00:32:40.027 --> 00:32:42.937
u what is currently kind of what are the.

00:32:43.597 --> 00:32:46.617
The numbers look like today and what is the target and some very

00:32:46.617 --> 00:32:50.077
stretched goals around that, but the teams are making really

00:32:50.077 --> 00:32:53.597
good progress and all of these numbers are actually on you

00:32:53.597 --> 00:32:57.467
get or ahead, so

00:32:57.467 --> 00:33:00.847
definitely a lot of emphasis and focus on the research and

00:33:00.847 --> 00:33:01.487
growing that enterprise.

00:33:03.307 --> 00:33:06.337
Student successes Our next one, and I'm

00:33:06.337 --> 00:33:10.187
m going to ask James to come up and talk a little bit about this

00:33:10.187 --> 00:33:13.577
But one of the this is again about equipping our students

00:33:13.577 --> 00:33:17.077
s to be successful in their careers, making sure that they're
compensated at the

00:33:17.077 --> 00:33:21.987
ight levels. How do we increase our strategic enrollment

00:33:21.987 --> 00:33:25.257
across our campuses? And then one of the things that you

00:33:25.257 --> 00:33:28.837
Board and the Chancellor I've been very interested in is again how

00:33:28.837 --> 00:33:32.037

w do we make the experience easier on our students to

00:33:32.037 --> 00:33:33.617

take courses across our institutions?

00:33:33.707 --> 00:33:36.837

If they so desire. So James is going to kind of walk you through kind of

00:33:36.837 --> 00:33:39.837

what that looked like as we started the pilot in that space.

00:33:42.557 --> 00:33:45.797

Thanks. Yeah, as you see with the third key result

00:33:45.797 --> 00:33:49.217

under the Build Student success, we really have this

00:33:49.217 --> 00:33:52.877

course sharing initiative and that it

00:33:52.877 --> 00:33:56.417

project for those of you who were not aware of it as Juan had

00:33:56.417 --> 00:33:59.617

d just mentioned, the primary focus was tackling kind

00:33:59.617 --> 00:34:03.117

of this problem of across our three institutions

00:34:03.117 --> 00:34:06.467

We all offer a varied

00:34:06.467 --> 00:34:10.357

d amount of courses that suit our individual campuses, but often

00:34:10.357 --> 00:34:11.687

what we find is that our students.

00:34:12.367 --> 00:34:15.467

Had needs of course taking that

00:34:15.467 --> 00:34:18.907

at could have been taken at another campus, but

00:34:18.907 --> 00:34:23.897

hether it's not offered at our current campus or what we have offered is full we really

00:34:23.897 --> 00:34:26.977

y struggled to be able to offer a better solution

00:34:26.977 --> 00:34:30.027

to our students so that they could

00:34:30.027 --> 00:34:33.187

take courses across the system, across the enterprise really in

00:34:33.187 --> 00:34:36.797

a very seamless way. That's really what was missing prior to course

00:34:36.797 --> 00:34:40.157

sharing if you may recall what the way a

00:34:40.157 --> 00:34:43.887

a student might go about taking classes was. Ultimately they would have to go through the admissions process.

00:34:43.957 --> 00:34:47.807

Of any institution and they would have to apply at both locations and then they'd

00:34:47.807 --> 00:34:50.827

have to go through the complete registration process. So quite

00:34:50.827 --> 00:34:54.977

e a lift for the students in order just to take a class and fulfill a need and

00:34:54.977 --> 00:34:58.467

d so course sharing was really aimed at tackling that problem and so the first thing

00:34:58.467 --> 00:35:01.617

that we did all of the different registrar areas from all

00:35:01.617 --> 00:35:05.127

l three campuses met and we did our initial requirements gathering

00:35:05.127 --> 00:35:08.897

and what we were really discussing is, you know, using the Peoplesoft

00:35:08.897 --> 00:35:12.087

atform, understanding how we do grading, understanding the

00:35:12.087 --> 00:35:13.537

he uniqueness of registration.

00:35:14.317 --> 00:35:17.847

Trying to account for how do we make sure that billing happens

00:35:17.847 --> 00:35:21.037

organically at the students campus? How do

00:35:21.037 --> 00:35:24.147

we not negatively impact financial aid? All of

00:35:24.147 --> 00:35:27.777

those requirements discussions went into the

00:35:27.777 --> 00:35:31.447

initial development for the modification specification

00:35:31.447 --> 00:35:35.517

for Peoplesoft, you know and so that was the first phase, it's really kind of understanding

00:35:35.517 --> 00:35:38.847

that piece making sure that we had a robust set of

00:35:38.847 --> 00:35:42.787

requirements that covered all of the different criteria and then bringing

00:35:42.787 --> 00:35:45.807

g that forward to the developers so that they could.

00:35:45.877 --> 00:35:49.337

Actually work on that. The second phase was actually

00:35:49.337 --> 00:35:52.757

then pulling that into that requirement into

00:35:52.757 --> 00:35:56.377

a true development, a true development

00:35:56.377 --> 00:35:59.817

effort which we partnered with a third party to help us with and

00:35:59.817 --> 00:36:03.077

with the system it and so we went through iterations

00:36:03.077 --> 00:36:07.027

of testing all the registrars offices helped with us with

00:36:07.027 --> 00:36:10.267

ith that and ultimately coming out on the other end

00:36:10.267 --> 00:36:13.827
with the fully functioning unit in Peoplesoft, so that the student

00:36:13.827 --> 00:36:16.887
can register in their home campus, right. They go through their
standard.

00:36:16.957 --> 00:36:20.817
Registration process, they would select a course they

00:36:20.817 --> 00:36:23.987
y would still be billed at their home campus and financial aid would
occur at

00:36:23.987 --> 00:36:27.427
the home campus. So to the student really, other than knowing that
they're

00:36:27.427 --> 00:36:30.657
e taking a course that might be being offered from a different
location.

00:36:31.477 --> 00:36:35.157
The entire process of how they go about it is exactly how it exists

00:36:35.157 --> 00:36:38.827
today for any campus at their home institution

00:36:38.827 --> 00:36:42.137
So the second stage that we had to tackle is obviously the

00:36:42.137 --> 00:36:46.977
courses in part of the prototype for Fall 23 was

00:36:46.977 --> 00:36:50.617
all online. So we're all utilizing Canvas as our

00:36:50.617 --> 00:36:54.317
LMS, so really facilitating where the student logs

00:36:54.317 --> 00:36:57.497
into their canvas URL through their

00:36:57.497 --> 00:37:00.737
you know into their LMS, but if they're taking a course at 1:00

00:37:00.737 --> 00:37:02.247
of the sister institutions.

00:37:02.337 --> 00:37:05.617

That they can actually see that course and access that course through the URL

00:37:05.617 --> 00:37:09.317

So they don't have to learn a new log in, they don't have to go into a different URL

00:37:09.317 --> 00:37:14.047

they just natively go through what their standard experience is for their canvas environment

00:37:14.047 --> 00:37:17.267

and then they would be able to see their course that was shared. So we spent a great deal

00:37:17.267 --> 00:37:21.267

of time talking with system

00:37:21.267 --> 00:37:24.667

IT about how to work with our current Apis, how

00:37:24.667 --> 00:37:27.677

to go about and ensure that when students

00:37:27.677 --> 00:37:31.357

are actually accessing the course that they can correctly see that and so we

00:37:31.357 --> 00:37:32.617

worked with Instructure who.

00:37:32.877 --> 00:37:36.137

Is the parent company for canvas. We worked on setting

00:37:36.137 --> 00:37:39.207

up what they refer to as a trust agreement, which is really on the back

00:37:39.207 --> 00:37:42.587

end to configuration that allows students to be able to go

00:37:42.587 --> 00:37:45.867

ahead and perform that access that I'm

00:37:45.867 --> 00:37:48.947

describing and so ultimately getting a set up

00:37:48.947 --> 00:37:53.427

at a technical level to be ready for fall 23 between the Peoplesoft modifications

00:37:53.427 --> 00:37:56.827

s and then the Canvas integration. The last two pieces because there is a lot

00:37:56.827 --> 00:38:00.007

t that went into this also was a lot of work done by the faculty

00:38:00.007 --> 00:38:03.127

y and the Provost areas which was really discussing and trying to.

00:38:03.417 --> 00:38:07.547

Determine which courses were the right candidates across

00:38:07.547 --> 00:38:10.747

campuses where the needs were from campus

00:38:10.747 --> 00:38:13.827

s to campus so that we could ultimately set that up

00:38:13.827 --> 00:38:17.737

And then the other group that met were really the CFO's and really talking through what

00:38:17.737 --> 00:38:20.817

is the financial model between the campuses and what

00:38:20.817 --> 00:38:24.527

makes sense in order to make this all work so

00:38:24.527 --> 00:38:28.337

o I'm happy to report on that key, that key initiative

00:38:28.337 --> 00:38:31.767

that it was up and in fall 23

00:38:31.767 --> 00:38:34.477

we have two courses I believe in math and biology course.

00:38:34.547 --> 00:38:37.637

For a total of 20 students that are registered

00:38:37.637 --> 00:38:41.227

and are actually sharing right now been very successful we've

00:38:41.227 --> 00:38:44.497

e run into a couple of items that we discovered as part of

00:38:44.497 --> 00:38:47.887

the prototype, which is what we expected that we're working through,

right

00:38:47.887 --> 00:38:51.837

now within structure. But other than that it's been very, very

00:38:51.837 --> 00:38:55.187

successful and I think if you were going to

00:38:55.187 --> 00:38:58.497

to really zero in on a collaborative effort, it's been a lot of people that

00:38:58.497 --> 00:39:01.917

went into making this all happen, so certainly

00:39:01.917 --> 00:39:03.707

hitting on our one of our themes of being Better Together.

00:39:05.417 --> 00:39:05.807

Thank you.

00:39:10.917 --> 00:39:14.527

The next one, again, is around

00:39:14.527 --> 00:39:18.537

inancial strength and the couple focus areas are one

00:39:18.537 --> 00:39:21.777

is just showing up our reserves sort of adding to

00:39:21.777 --> 00:39:24.917

our capabilities for to plan for

00:39:24.917 --> 00:39:28.517

for the future but also

00:39:28.517 --> 00:39:31.367

lso around advancement and the philanthropic.

00:39:32.417 --> 00:39:35.847

Opportunities that exist and I know you and T

00:39:35.847 --> 00:39:39.527

with Brandon as a new leader has they've been focusing

00:39:39.527 --> 00:39:42.847

g on revamping the infrastructure of the team

00:39:42.847 --> 00:39:46.277

the system, the data and

00:39:46.277 --> 00:39:50.007

w, the data and the same is about to start at the Health Science Center with the new advancement leader

00:39:50.007 --> 00:39:53.057

hat came on board. The really the key message here is

00:39:53.057 --> 00:39:56.177

we are leaving a lot of opportunities on the table

00:39:56.177 --> 00:39:59.497

and so how do we, how do we harness those for the future so

00:39:59.497 --> 00:40:02.527

o that's really what number four is and again the

00:40:02.527 --> 00:40:02.957

he more.

00:40:03.037 --> 00:40:06.247

With all their financial footing that we're on the

00:40:06.247 --> 00:40:09.647

e more flexibility we have to go out to the markets and

00:40:09.647 --> 00:40:09.917

00:40:10.587 --> 00:40:13.667

And issue debt that

00:40:13.667 --> 00:40:17.167

gives us more flexibility to grow our

00:40:17.167 --> 00:40:20.727

w our campuses at to student housing and other key areas that are needed so

00:40:20.727 --> 00:40:24.007

o that's one of the reasons why this is such an important

00:40:24.007 --> 00:40:27.137

t, important initiative. And then the last one again is around

00:40:27.137 --> 00:40:31.187

our enterprise risk program. So really Nanette

00:40:31.187 --> 00:40:35.547

is building this from the foundation up and really building starting

00:40:35.547 --> 00:40:38.977

with the taxonomy, right, so common definitions, common language

00:40:38.977 --> 00:40:39.217

00:40:40.957 --> 00:40:44.197

Ways of categorizing risk and I know

00:40:44.197 --> 00:40:47.327

w they've been spending time in the in

00:40:47.327 --> 00:40:48.847

our IT governance.

00:40:50.367 --> 00:40:50.937

Area.

00:40:51.757 --> 00:40:55.977

Risk and governance looking at what are

00:40:55.977 --> 00:40:59.237

we, what are we doing because we were pretty pretty far

00:40:59.237 --> 00:41:03.097

g the way of deploying a new governance

00:41:03.097 --> 00:41:06.997

risk and compliance platform. And so Nanette

00:41:06.997 --> 00:41:10.637

s been working very closely with Tina and with Rich as

00:41:10.637 --> 00:41:13.657

s well as with Robert on the vendor side because we also had some

00:41:13.657 --> 00:41:16.997

initiatives there on looking at our strategic

00:41:16.997 --> 00:41:21.137

vendors and assessing risk and categorizing that so

00:41:21.137 --> 00:41:22.807

that. So good progress being made in this space.

00:41:22.877 --> 00:41:26.147

Again, we're building this from the, from the from the

00:41:26.147 --> 00:41:30.657

round up and then adds leading those initiatives soon we

00:41:30.657 --> 00:41:33.827

we will be establishing a an enterprise risk

00:41:33.827 --> 00:41:37.127

committee which is as you as you as

00:41:37.127 --> 00:41:41.077

there's multiple risks for financial to operational

00:41:41.077 --> 00:41:42.277

reputational what have you.

00:41:42.947 --> 00:41:45.967

So just to define what do we want it to look like

00:41:45.967 --> 00:41:49.547

for us and but at least for in the

00:41:49.547 --> 00:41:52.687

meantime focusing the on those basic foundational

00:41:52.687 --> 00:41:55.697

elements taxonomy and those in those

00:41:55.697 --> 00:41:59.627

e standards. So those are the five initiatives I want to quickly

00:41:59.627 --> 00:42:02.697

walk you through that in a little bit more detail you'll

00:42:02.697 --> 00:42:06.607

ll see this in the handout you can review

00:42:06.607 --> 00:42:09.727

more closely, I will say some of the numbers

00:42:09.727 --> 00:42:13.417

are very aggressive and stretch

00:42:13.417 --> 00:42:13.757

goals.

00:42:14.087 --> 00:42:17.397

But I would say overall the teams are progressing

00:42:17.397 --> 00:42:20.457

really well and all the initiatives that's

00:42:20.457 --> 00:42:23.527

s what when I mentioned we that I had a chance to present

00:42:23.527 --> 00:42:26.837

at the quarterly at the recent quarterly meeting

00:42:26.837 --> 00:42:30.087

g on a quarterly basis all the stakeholders that are

00:42:30.087 --> 00:42:33.527

pieces of this at the campus or system level

00:42:33.527 --> 00:42:37.207

el come together for several hours and we walk through each one of these initiatives.

00:42:37.887 --> 00:42:41.787

And where they are, where what are the headwinds, where the tailwinds

00:42:41.787 --> 00:42:45.007

s and review the progress. But again I wanted to kind of highlight

00:42:45.007 --> 00:42:48.197

what that looks like for in more detail so you can

00:42:48.197 --> 00:42:49.637

u can kind of get a sense of the plan.

00:42:51.247 --> 00:42:54.747

And with that also

00:42:54.747 --> 00:42:58.287

o, we'll go into a little more detail about 3 New

00:42:58.287 --> 00:43:01.317

technology deployments that are about to get underway

00:43:01.317 --> 00:43:04.877

or are starting to get underway that's

00:43:04.877 --> 00:43:08.977

that directly aligned to the strategic plan support that as

00:43:08.977 --> 00:43:12.307

s well as to help address some of the

00:43:12.307 --> 00:43:15.827

me of the things that you've heard from the IT governance, right

00:43:15.827 --> 00:43:19.647

around communication and engagement. So we're going

00:43:19.647 --> 00:43:22.837

So Jim's going to Jimmy's going to cover the 1st, 2:00.

00:43:23.177 --> 00:43:26.337

And I'll let him introduce what they are and then since

00:43:26.337 --> 00:43:28.507

e we have Latin in the room, I'm gonna let her.

00:43:29.707 --> 00:43:32.937

Talk about an employee

00:43:32.937 --> 00:43:35.947

communication platform that we're excited to launch. So Jim?

00:43:39.457 --> 00:43:42.647

Alright, thank you

00:43:42.647 --> 00:43:42.857

ne. OK.

00:43:44.787 --> 00:43:45.347

Backwards.

00:43:47.157 --> 00:43:47.627

Yeah.

00:43:48.357 --> 00:43:51.587

There we go. OK, so as you saw, we were

00:43:51.587 --> 00:43:54.797

talking about Okr's a little bit as we looked at

00:43:54.797 --> 00:43:58.027

the strategy, right? And as you

00:43:58.027 --> 00:44:01.237

notice that that's kind of the way that those have been written. So the first thing we're

00:44:01.237 --> 00:44:04.327

gonna talk about is work board and a little bit around Okr's, but

00:44:04.327 --> 00:44:07.797

kind of why have we gone out and done this the

00:44:07.797 --> 00:44:11.187

e biggest reason and I'll say that I know I've heard from some of you

that

00:44:11.187 --> 00:44:14.327

you had questions around some things. What are we doing with some of

00:44:14.327 --> 00:44:17.817

the data we've gotten from some of the initiatives that we've

00:44:17.817 --> 00:44:19.107

entered into that we've done like?

00:44:19.187 --> 00:44:22.347

Instance Mcchrysal right. This is one that came out of

00:44:22.347 --> 00:44:26.357

f that. They identified some challenging areas that we had one of

00:44:26.357 --> 00:44:30.327

those communications, we had one around enterprise strategy and another around processes

00:44:30.327 --> 00:44:33.667

s. This particular thing is looking around enterprise strategy

00:44:33.667 --> 00:44:37.247

One thing that they found in their surveys is that they had

00:44:37.247 --> 00:44:40.837

d interviewed about 31 different people at one point to ask specifically about strategy and

00:44:40.837 --> 00:44:44.557

not one person was able to communicate it back and

00:44:44.557 --> 00:44:47.977

d because they weren't able to do that, obviously they didn't. The idea is that they didn't know

00:44:47.977 --> 00:44:50.397

it, that we weren't communicating it, but maybe that we needed.

00:44:50.467 --> 00:44:54.247

A little bit more structured effort around that and one of those

00:44:54.247 --> 00:44:57.627

ways that we're looking at it is through OKR's and ONE

00:44:57.627 --> 00:45:00.807

of the tools that we're looking at is work boards. So let's talk a

00:45:00.807 --> 00:45:03.837

little bit about the OKR side of it and kind of what that

00:45:03.837 --> 00:45:06.847

means and why that is, why that's great

00:45:06.847 --> 00:45:10.337

for strategy execution, right, is you've got your long range plan you've

00:45:10.337 --> 00:45:13.547

e got your goals, you've got things there that are going to support

00:45:13.547 --> 00:45:16.697

the. How are you going about achieving those you're going

00:45:16.697 --> 00:45:17.237

g to set objectives.

00:45:18.107 --> 00:45:21.697

Those objectives, how do you achieve those or how do you know you've achieved

00:45:21.697 --> 00:45:25.077

those? You set key results, you look at defined metrics that you're going to

00:45:25.077 --> 00:45:28.537

look at to determine after you've done those actions that you

00:45:28.537 --> 00:45:31.947

see on the bottom, you're going to do those actions

00:45:31.947 --> 00:45:35.257

and those are going to lead you to key results that you

00:45:35.257 --> 00:45:38.407

u measure and look at to see whether you've achieved those objectives, if you

00:45:38.407 --> 00:45:41.467

achieve those objectives, you're obviously moving towards that

00:45:41.467 --> 00:45:44.787

strategy and work board is going to help us and not just defining

00:45:44.787 --> 00:45:48.027

those objectives and those key results and getting them out

00:45:48.027 --> 00:45:48.787

to the community.

00:45:49.017 --> 00:45:52.507

But also really kind of keeping us honest

00:45:52.507 --> 00:45:55.617

and measuring against those quickly and aggressively

00:45:55.617 --> 00:45:58.767

and potentially in a quarterly fashion and so that we're

00:45:58.767 --> 00:46:00.477

e really making sure that we stay on top of it.

00:46:02.347 --> 00:46:05.557

So I pulled this out and this is just one way

00:46:05.557 --> 00:46:08.867

we talked about. How do I know

00:46:08.867 --> 00:46:12.177

if that I'm aligning to that strategy one of the tools

00:46:12.177 --> 00:46:16.097

that they have in this is everybody gets their objectives into

00:46:16.097 --> 00:46:20.117

the tool and this shows it's pretty small, but hopefully those

00:46:20.117 --> 00:46:23.167

of you online you can see it. So do how do I and how do my

00:46:23.167 --> 00:46:26.737

directors line up with Doctor Williams, right

00:46:26.737 --> 00:46:30.287

all the way into the Chancellor on particular initiatives and

00:46:30.287 --> 00:46:33.487

his actually will show you the thicker the line, the more.

00:46:33.567 --> 00:46:37.177

The more alignment that's there and is

00:46:37.177 --> 00:46:40.767

it stretches down all the way into the deeper parts of the organization you'll

00:46:40.767 --> 00:46:44.037

l see that that's there. This is what it's going to be able to show

you they've got

00:46:44.037 --> 00:46:47.457

t a lot of really great metrics. There's a

00:46:47.457 --> 00:46:51.297

lot of great things that we're putting into it, but there's a lot of really good

00:46:51.297 --> 00:46:54.627

information and ways to visualize that information. Heat maps

00:46:54.627 --> 00:46:58.687

and other things that really show us where are we on target

00:46:58.687 --> 00:47:02.097

n target as we're going through it? It'll show you your percentage complete as you're

00:47:02.097 --> 00:47:04.077

moving through. It's really a pretty great tool.

00:47:04.277 --> 00:47:06.377

That we're using to do that.

00:47:07.437 --> 00:47:11.257

From a timeline perspective, what are we looking at? That has really just kicked

00:47:11.257 --> 00:47:14.937

off with the Chancellor and the Chancellor's cabinet and moving through that

00:47:14.937 --> 00:47:18.557

t. Then we're going to move to that second layer down from there we've

00:47:18.557 --> 00:47:21.847

e got a smaller group that is looking at this for

00:47:21.847 --> 00:47:25.037

this first initiative through that first year

00:47:25.037 --> 00:47:28.067

and the purpose of that really to make sure that we hone in on

00:47:28.067 --> 00:47:31.987

n it, that we really get it, we get it down. So that

00:47:31.987 --> 00:47:35.957

we're we're we're really on top of it before we roll it out to that

larger that

00:47:35.957 --> 00:47:38.437

t larger group. But this kind of shows you through.

00:47:38.507 --> 00:47:42.327

October before we get out to like Juan's team

00:47:42.327 --> 00:47:46.027

and through that level of director level of

00:47:46.027 --> 00:47:47.167

folks there.

00:47:47.747 --> 00:47:51.477

So another one that we looked at, we talked about page up a couple of

00:47:51.477 --> 00:47:54.977

times and that's another initiative that we're bringing forward this

00:47:54.977 --> 00:47:58.167

s one ties directly back into the strategy as you saw building

00:47:58.167 --> 00:48:01.617

and talent management system. This is part of that

00:48:01.617 --> 00:48:05.327

Page up is going to replace people, admin people

00:48:05.327 --> 00:48:08.397

admins what we're using today for our talent acquisition system

00:48:08.397 --> 00:48:11.727

m, it's also what we're using for our performance system and this is

00:48:11.727 --> 00:48:15.017

going to replace it completely. So as you can

00:48:15.017 --> 00:48:18.227

see there, we've got build a talent management system rebuild

00:48:18.227 --> 00:48:19.007

the hiring process.

00:48:19.187 --> 00:48:23.427

And experience, recruiting, onboarding, orientation, all of

00:48:23.427 --> 00:48:26.827

that's going to be included in Page Up and the idea is that

00:48:26.827 --> 00:48:29.857

t objective for HR is to become the employer of choice in North Texas.

00:48:30.507 --> 00:48:31.637

Right. So it's not just.

00:48:32.467 --> 00:48:35.607

Hey, we want to be good. We want people

00:48:35.607 --> 00:48:39.057

to choose us. We're gonna use Page Up as a way to

00:48:39.057 --> 00:48:42.157

try to get that. And how do we do that? We're going to look for

00:48:42.157 --> 00:48:45.587

better talent, those sorts of things. So what do we have today with people admin

00:48:45.587 --> 00:48:48.837

n? We have a list of challenges, right? We won't read through all of

00:48:48.837 --> 00:48:51.867

them, but it's got inadequate search

00:48:51.867 --> 00:48:55.067

h capabilities, right? It when our people come in to search for jobs, whether

00:48:55.067 --> 00:48:58.117

they're internal or external, it's not

00:48:58.117 --> 00:49:01.257

the best experience, whether it's through filtering

00:49:01.257 --> 00:49:02.377

ing or other things, it's not.

00:49:02.717 --> 00:49:05.787

We don't have good data from the system, real time data

00:49:05.787 --> 00:49:09.087

to see what do we have in the pipeline, who are the people that we've got, how can

00:49:09.087 --> 00:49:12.697

I share some of my applicants with somebody else

00:49:12.697 --> 00:49:16.057

that I know has a similar job on another team we don't have

00:49:16.057 --> 00:49:19.337

e that capability today. So we don't have good metrics. We don't have good

00:49:19.337 --> 00:49:23.107

data that we're able to pull from the system and honestly it's an outdated

00:49:23.107 --> 00:49:27.267

ed look and feel. That's another thing that we want to take advantage of is what page up

00:49:27.267 --> 00:49:29.187

is going to give us is a much better look and feel.

00:49:30.017 --> 00:49:33.227

Give us some customization. So kind of looking at what

00:49:33.227 --> 00:49:33.907

that future state is.

00:49:34.797 --> 00:49:37.887

As you apply this is actually got a

00:49:37.887 --> 00:49:41.127

good process. Page up has a good process that every manager is going to be able to

00:49:41.127 --> 00:49:44.937

take it take advantage of. They'll be able to look at and

00:49:44.937 --> 00:49:48.287

see how do I get this person from an

00:49:48.287 --> 00:49:51.717

applicant into the job, How what is the process

00:49:51.717 --> 00:49:55.067

It's intuitive, unlike the system we've got today which

00:49:55.067 --> 00:49:58.647

h is not, and the configuration is

00:49:58.647 --> 00:50:02.017

asy. And I'll point out that one of the things we looked at is we

00:50:02.017 --> 00:50:05.527

we were looking for a product that could support multiple institutions.

00:50:05.617 --> 00:50:09.237

And could give each institution the

00:50:09.237 --> 00:50:12.287

look and feel the experience

00:50:12.287 --> 00:50:15.527

they want for their applicants

00:50:15.527 --> 00:50:18.787

This system allows for that. And I'll give a good example we

00:50:18.787 --> 00:50:22.347

We looked at Cal State, the Cal State system

00:50:22.347 --> 00:50:25.627

moved to page up several years ago. I

00:50:25.627 --> 00:50:29.577

I met the Cal State Fullerton CIO at Alliance

00:50:29.577 --> 00:50:33.367

at a conference and we were talking about this product and

00:50:33.367 --> 00:50:35.997

they've got 23 institutions. All of them are on a.

00:50:36.067 --> 00:50:39.387

Single instance, and they all have their

00:50:39.387 --> 00:50:43.227

own branding, their own look and feel, their own processes that they can do and

00:50:43.227 --> 00:50:46.657

they loved it was great. So when we came to

00:50:46.657 --> 00:50:49.207

look at new products, this is one that we pulled up.

00:50:49.937 --> 00:50:53.007

It gives us that consistent process, but also

00:50:53.007 --> 00:50:56.847

lets us tailor it. That's one of the big things we wanted to look at

00:50:56.847 --> 00:51:00.377

the data coming out of it, the pipelines flows, how do

00:51:00.377 --> 00:51:03.457

we share information across our campuses that

00:51:03.457 --> 00:51:06.927

brings up a lot of things around it and the unification and bringing that

00:51:06.927 --> 00:51:11.097

together, this is going to help us too. This is a really

00:51:11.097 --> 00:51:14.957

y big initiative. I mentioned that it's going to take over on our performance

00:51:14.957 --> 00:51:18.147

side too. We're moving completely out of people admin

00:51:18.147 --> 00:51:20.647

n. We'll also see some other things like succession planning.

00:51:20.797 --> 00:51:23.857

And the ability to use a nine box tool. And if that's not something

00:51:23.857 --> 00:51:26.927

you're familiar with, you'll see it when we get into it. So it's

00:51:26.927 --> 00:51:30.757

pretty great, but you'll be able to plan your workforce

00:51:30.757 --> 00:51:34.067

we've got in different areas of the workforce we've got

00:51:34.067 --> 00:51:37.497

ot folks that are closer to retirement. You can start planning for who's

00:51:37.497 --> 00:51:40.797

gonna, who's gonna slide into that role, who's got the most

00:51:40.797 --> 00:51:44.157

interest in those things. These are things that we need to pay

00:51:44.157 --> 00:51:45.857

The tool is going to help us with that too.

00:51:46.787 --> 00:51:50.427

So just some screenshots from it again look

00:51:50.427 --> 00:51:53.707

ok and feel and branding the 9 box that you see up there

00:51:53.707 --> 00:51:57.207

Sadly I have to say it is mobile friendly and in today's

00:51:57.207 --> 00:52:00.547

stage the fact that we could have one that's not mobile friendly

00:52:00.547 --> 00:52:03.667

is probably not the best, but this one is and

00:52:03.667 --> 00:52:06.727

you'll notice that bottom left part you can

00:52:06.727 --> 00:52:09.937

then see pipelines of how many job, how many jobs do you have open? How

00:52:09.937 --> 00:52:11.487

many applicants do you have in that?

00:52:12.187 --> 00:52:15.427

Various levels you can look at it at a level of

00:52:15.427 --> 00:52:19.237

if just your entire department, if you're, say, one and he

00:52:19.237 --> 00:52:22.567

wants to look at all of it, he can do that. You want to narrow it down

00:52:22.567 --> 00:52:26.077

to specifically one different division or one group, one team. How

00:52:26.077 --> 00:52:29.967

many jobs they have opened. You can see all of that. You'll see what where they are

00:52:29.967 --> 00:52:33.877

where everyone is in that pipeline today or where everyone is in the

00:52:33.877 --> 00:52:37.137

process. We're also bringing on their on boarding system that

00:52:37.137 --> 00:52:40.607

allowing that to move out of our Peoplesoft system we can get people

00:52:40.607 --> 00:52:42.397

on boarded and into work a lot.

00:52:42.467 --> 00:52:45.637

Faster because they'll be able to complete those things that don't require

00:52:45.637 --> 00:52:49.647

e them to have a persona inside of Peoplesoft immediately. So there's a

00:52:49.647 --> 00:52:52.937

lot of things that are gonna help us from a process standpoint, which kind of

00:52:52.937 --> 00:52:56.337

goes back again to that Mccrystal thing. What processes do we have this is

00:52:56.337 --> 00:52:57.367

s is gonna help us with some of that too.

00:53:00.107 --> 00:53:03.287

So timeline on this one we

00:53:03.287 --> 00:53:06.357

are we've actually already kicked this one off, we just kicked it off

00:53:06.357 --> 00:53:09.447

f last week in meeting with them. We've got a lot of integrations

00:53:09.447 --> 00:53:12.627

that we can that we need to do, some are just modifications of what

00:53:12.627 --> 00:53:16.097

t we have, but we have a lot of a lot of effort that's

00:53:16.097 --> 00:53:19.317

gonna go into configuration the HR teams

00:53:19.317 --> 00:53:22.437

are already started on that. So we're looking to actually complete

00:53:22.437 --> 00:53:25.617

this one with that first, that first go

00:53:25.617 --> 00:53:28.867

live we're really looking at you can see there and FY

00:53:28.867 --> 00:53:30.677

ere and FY24 in March.

00:53:30.747 --> 00:53:34.567

Is where that first first piece of is gonna go up with the

00:53:34.567 --> 00:53:38.467

entirety of it being done by the end of this fiscal year beginning

00:53:38.467 --> 00:53:39.477
ning of the next one, so.

00:53:41.327 --> 00:53:44.527
Alright then I'm gonna turn it over to

00:53:44.527 --> 00:53:46.227
Laken to talk about FIFA connections.

00:53:53.407 --> 00:53:56.627
Thank you. Good afternoon. I'm excited to give you guys an overview

00:53:56.627 --> 00:54:00.437
of Viva connection. It will be an internet for the

00:54:00.437 --> 00:54:03.907
entire system enterprise. It will meet people

00:54:03.907 --> 00:54:07.007
where they work and really solve a lot of problems

00:54:07.007 --> 00:54:09.677
that we experience now with real time communication and updates.

00:54:10.647 --> 00:54:14.447
It's a Microsoft product, so I'm sure some of you are familiar with

00:54:14.447 --> 00:54:17.537
it, but why do we need an internet? The reality is

00:54:17.537 --> 00:54:20.827
the only one of our campuses has an internet

00:54:20.827 --> 00:54:24.227
solution, so right now we are not able to communicate effectively

00:54:24.227 --> 00:54:27.367
or in real time, and we also do not have

00:54:27.367 --> 00:54:30.427
an online community. Where do employees go for

00:54:30.427 --> 00:54:34.317
information updates and back to some of the discussions about risk
management

00:54:34.317 --> 00:54:37.607
we're having to put some of those on our external facing website

00:54:37.607 --> 00:54:40.807

So I'm really excited to create an internet that allows us

00:54:40.807 --> 00:54:41.937

s to communicate in real time.

00:54:42.767 --> 00:54:45.867

Create some processes around sharing information

00:54:45.867 --> 00:54:49.127

and relevant updates and getting information to

00:54:49.127 --> 00:54:52.167

our employees where they work inside Microsoft Microsoft Teams.

00:54:54.027 --> 00:54:57.267

These are some of the results that came from the crystal

00:54:57.267 --> 00:55:00.527

Group survey. I know we've talked about that quite a bit today, but we are

00:55:00.527 --> 00:55:04.807

still using that data to inform our decisions and make sure that we are listening

00:55:04.807 --> 00:55:06.147

to the concerns that our employees shared.

00:55:07.767 --> 00:55:11.177

So what is Microsoft Viva? It will provide an

00:55:11.177 --> 00:55:14.567

intelligent internet for us. It will allow us to communicate in real time

00:55:14.567 --> 00:55:17.587

And yes, it is mobile friendly

00:55:17.587 --> 00:55:20.617

It will allow for employees to engage with the

00:55:20.617 --> 00:55:24.407

content and provide feedback. Was this information helpful

00:55:24.407 --> 00:55:27.787

Was it relevant and allow us

00:55:27.787 --> 00:55:31.017

s to connect information to employees

00:55:31.017 --> 00:55:34.027
based on Microsoft Azure and information

00:55:34.027 --> 00:55:37.537
that is relevant to those employees. So we're no longer bombarding

00:55:37.537 --> 00:55:37.697
you with.

00:55:37.787 --> 00:55:41.027
Every email that may or may not be relevant to you

00:55:41.027 --> 00:55:42.217
u and your job duties.

00:55:45.087 --> 00:55:48.257
And this is kind of an example of what it will look like each

00:55:48.257 --> 00:55:51.757
h campus will have their own Microsoft

00:55:51.757 --> 00:55:54.787
Viva landing page. A hub, if you will, we're working to build

00:55:54.787 --> 00:55:59.097
those out with each campus to ensure it's unique to their

00:55:59.097 --> 00:56:02.367
needs and as to what their employees are looking for, so

00:56:02.367 --> 00:56:05.327
this is kind of a mock up of what you can expect for it to look like.

00:56:09.457 --> 00:56:12.647
So timeline and overview we have started this project. It is

00:56:12.647 --> 00:56:16.217
s underway and we have a

00:56:16.217 --> 00:56:19.387
steering committee with folks from HR, IT and some

00:56:19.387 --> 00:56:23.597
other high use groups as well as marketing communications helping
inform what will

00:56:23.597 --> 00:56:26.717
this look like, how will engage

00:56:26.717 --> 00:56:30.197

our respective employees, what will make our

00:56:30.197 --> 00:56:33.697

campus log on and use this as a community and as a

00:56:33.697 --> 00:56:37.037

tool. So we are underway with a soft

00:56:37.037 --> 00:56:39.747

launch happening in November and December and a go live.

00:56:39.817 --> 00:56:43.787

Target of January 1, so when everybody returns from break

00:56:43.787 --> 00:56:46.977

we will have a

00:56:46.977 --> 00:56:50.047

internet and it will allow each campus to communicate in

00:56:50.047 --> 00:56:53.067

real time with information relevant to employees

00:56:53.067 --> 00:56:56.527

So if there is a snow day and we're coding payroll

00:56:56.527 --> 00:56:59.657

that specific information through Azure and some of the partners here

00:56:59.657 --> 00:57:02.677

at it will go straight to you and you won't have to

00:57:02.677 --> 00:57:05.887

kind of sift through unnecessary information. I'm really excited

00:57:05.887 --> 00:57:09.397

about it. It'll eliminate a lot of the

00:57:09.397 --> 00:57:10.257

traffic and distractions.

00:57:10.327 --> 00:57:13.527

That we find in our inbox. Now it will also

00:57:13.527 --> 00:57:16.847

help reach those electronically disengaged employees

00:57:16.847 --> 00:57:20.267

So not every employee has a laptop or desktop. How can

00:57:20.267 --> 00:57:23.697

we reach them? This provides that solution as well. So

00:57:23.697 --> 00:57:27.007

o look forward to launching this and welcome any

00:57:27.007 --> 00:57:29.297

feedback or suggestions as we go along.

00:57:30.507 --> 00:57:33.287

And I think now it's my turn to moderate questions. OK.

00:57:39.777 --> 00:57:43.377

So before we go into questions and

00:57:43.377 --> 00:57:46.427

open it up and we're doing really well on

00:57:46.427 --> 00:57:49.457

time, just wanted to highlight a couple

00:57:49.457 --> 00:57:49.897

of things. One is.

00:57:50.847 --> 00:57:53.927

I forgot to mention at the beginning, this is a

00:57:53.927 --> 00:57:57.417

good example the journey that we're in the

00:57:57.417 --> 00:58:00.587

e midst of an internal initiative that we have

00:58:00.587 --> 00:58:03.887

to publish external, right, But

00:58:03.887 --> 00:58:07.327

he unification website has been updated with the Faqs from

00:58:07.327 --> 00:58:10.577

m or the questions that were posed and last town and last

00:58:10.577 --> 00:58:13.697

town hall. So you'll find the questions and answers there

00:58:13.697 --> 00:58:17.447

along with all the videos will upload these

00:58:17.447 --> 00:58:20.867

slides as well after we're done here. So just

00:58:20.867 --> 00:58:21.507

want to highlight that.

00:58:21.557 --> 00:58:24.647

These, but that's a good example of internal

00:58:24.647 --> 00:58:27.987

content that probably should be housed in via an intranet versus

00:58:27.987 --> 00:58:31.037

a public facing website and

00:58:31.037 --> 00:58:33.667

d then just to recap again because we're we're we're doing good on time.

00:58:34.677 --> 00:58:38.717

We walk you through an update on the IT transformation again

00:58:38.717 --> 00:58:42.727

as it relates to the organizational structure

00:58:42.727 --> 00:58:46.017

re, we're wrapping up our service delivery

00:58:46.017 --> 00:58:49.317

conversations and decisions around kind of

00:58:49.317 --> 00:58:52.717

those delivery models of enterprise campus and

00:58:52.717 --> 00:58:56.077

specialize. One of the key components there is the YOU

00:58:56.077 --> 00:58:59.367

t of targeted interviews and questions

00:58:59.367 --> 00:59:02.657

and sessions that were we're going to do in the

00:59:02.657 --> 00:59:04.587

areas of academic and classroom.

00:59:04.657 --> 00:59:07.837

Technology, data analytics and research computing. So

00:59:07.837 --> 00:59:10.857

we'll that that's one key set of

00:59:10.857 --> 00:59:13.957
information that we're looking to incorporate into

00:59:13.957 --> 00:59:15.197
the future planning.

00:59:16.247 --> 00:59:19.257
So that will that will be

00:59:19.257 --> 00:59:22.647
next. We also walk you through the IT governance

00:59:22.647 --> 00:59:23.817
nce again completed the workshop.

00:59:25.267 --> 00:59:29.007
Identified a good a good model for us to

00:59:29.007 --> 00:59:32.397
leverage across the board. Again, the idea here is to come

00:59:32.397 --> 00:59:36.347
up with a framework that works for all of

00:59:36.347 --> 00:59:40.047
us and enabling the campuses to manage and make the

00:59:40.047 --> 00:59:43.477
decisions that they need at their own pace

00:59:43.477 --> 00:59:46.987
but also again tying us together. So this is not about

00:59:46.987 --> 00:59:51.157
t command and control, it's about really tying us together and
providing that oversight where

00:59:51.157 --> 00:59:54.327
it's needed and making sure that one of the

00:59:54.327 --> 00:59:55.907
y aspects of this is of course.

00:59:55.977 --> 00:59:59.687
Prioritization. Are we? Are we aligning

00:59:59.687 --> 01:00:03.067
are the right resources to the right to the right needs across

01:00:03.067 --> 01:00:07.637

s the enterprise And then I walk you through the strategic plan to kind of

01:00:07.637 --> 01:00:11.557

f give you a little bit more details as to what that encompasses what

01:00:11.557 --> 01:00:14.837

t it entails, the fairly aggressive goals that

01:00:14.837 --> 01:00:18.297

have been laid out in the areas of

01:00:18.297 --> 01:00:23.167

academic expansion and in the areas of research

01:00:23.167 --> 01:00:26.177

pansion, really revamping how we manage our.

01:00:26.247 --> 01:00:29.527

Our people from

01:00:29.527 --> 01:00:32.687

the intake all the way through and then

01:00:32.687 --> 01:00:37.137

really focusing on enterprise establishing

01:00:37.137 --> 01:00:40.607

g solid enterprise risk foundation. So those are things

01:00:40.607 --> 01:00:44.017

that we walk through and again hopefully the new technology deployments

01:00:44.017 --> 01:00:47.247

are useful for you to learn a little bit about. It's a little bit of an

01:00:47.247 --> 01:00:51.477

insight into those initiatives that are supporting directly their strategic

01:00:51.477 --> 01:00:54.647

c plan or getting us to better state E better communications

01:00:54.647 --> 01:00:55.287

for example through the.

01:00:56.017 --> 01:00:59.007

Leveraging our Microsoft.

01:00:59.627 --> 01:01:02.917

Subscription level that we have we're we're

01:01:02.917 --> 01:01:06.427

we're optimizing the tool set and hopefully enhancing the

01:01:06.427 --> 01:01:10.157

communication. So that's what we walk you through we're I think

01:01:10.157 --> 01:01:13.387

k right at 3:00, so right

01:01:13.387 --> 01:01:16.707

a little bit ahead of time. So I think we'll open it up for any

01:01:16.707 --> 01:01:21.397

questions that the audience may have online

01:01:21.397 --> 01:01:22.297

or Mike if you have any.

01:01:25.447 --> 01:01:28.717

OK. Thank you to everybody who submitted

01:01:28.717 --> 01:01:31.247

questions. The first one was from.

01:01:33.007 --> 01:01:36.327

Julio is salary parity across the

01:01:36.327 --> 01:01:40.007

UT System, institutes, institutions, IT departments

01:01:40.007 --> 01:01:40.387

being worked on.

01:01:42.517 --> 01:01:45.707

It is a an item that we are

01:01:45.707 --> 01:01:47.267

absolutely going to look at as we.

01:01:48.037 --> 01:01:49.467

Support as part of the.

01:01:50.147 --> 01:01:53.897

The work that we're going to do is defining

01:01:53.897 --> 01:01:56.937
a comment job architecture that

01:01:56.937 --> 01:02:00.517
looks at the roles the titling

01:02:00.517 --> 01:02:02.047
based on scope of responsibility.

01:02:03.207 --> 01:02:06.877
And so on and also making sure that we look

01:02:06.877 --> 01:02:10.267
at the roles and how they're being compensated today it's

01:02:10.267 --> 01:02:13.437
s not going to address it in one fell swoop, right, we

01:02:13.437 --> 01:02:16.457
need to understand where we are and plan for that appropriately, but
that

01:02:16.457 --> 01:02:19.857
is definitely something that is part of the job

01:02:19.857 --> 01:02:23.227
architecture and the organizational sort of future state

01:02:23.227 --> 01:02:24.657
discussions that we're also going to look at.

01:02:28.037 --> 01:02:31.607
The next question is from Christina. What is

01:02:31.607 --> 01:02:33.367
the job architecture framework?

01:02:34.797 --> 01:02:39.077
It's so job architecture encompasses multiple, multiple

01:02:39.077 --> 01:02:40.537
things. I just read a lot of a few of those, but.

01:02:41.247 --> 01:02:44.647
One of the challenges that we have today is that we don't really

01:02:44.647 --> 01:02:47.807
have consistency and some of the

01:02:47.807 --> 01:02:51.007
roles and the titling and in some

01:02:51.007 --> 01:02:54.037
cases compensation

01:02:54.037 --> 01:02:57.207
So job architecture is meant to

01:02:57.207 --> 01:03:00.547
help provide a foundational component so that we have

01:03:00.547 --> 01:03:04.697
you know, one job family for all of IT that

01:03:04.697 --> 01:03:08.207
is consistent, that has the right

01:03:08.207 --> 01:03:11.437
you know market attributes in and embedded in it that also.

01:03:12.547 --> 01:03:16.097
Captures career progression opportunities so

01:03:16.097 --> 01:03:19.597
o it's a encompasses multiple multiple aspects into

01:03:19.597 --> 01:03:22.967
o that but that but that's some of the work that we're doing with

01:03:22.967 --> 01:03:24.117
Deloitte in the HR team.

01:03:27.267 --> 01:03:30.407
The next question is for organizational structure

01:03:30.407 --> 01:03:33.697
How are you defining a role as an IT related role

01:03:33.697 --> 01:03:37.087
Are there roles initially considered IT related but

01:03:37.087 --> 01:03:40.247
let later determined to not be IT

01:03:40.247 --> 01:03:43.837
related but rather marketing focused, IE web

01:03:43.837 --> 01:03:45.577
web content editor, Web developer etcetera?

01:03:46.647 --> 01:03:49.887

So that's the analysis and the conversations that we're going

01:03:49.887 --> 01:03:53.617

through right now, I will say from as a starting

01:03:53.617 --> 01:03:56.827

point of reference we

01:03:56.827 --> 01:03:57.537

are leveraging the.

01:03:58.417 --> 01:04:02.557

The service delivery matrix that we showed you last time that

01:04:02.557 --> 01:04:06.037

has a pretty broad set of traditional IT

01:04:06.037 --> 01:04:10.337

roles and responsibilities and service delivery aspects

01:04:10.337 --> 01:04:14.497

So we're definitely using that as a point of reference, we

01:04:14.497 --> 01:04:17.837

are also of course having the conversations of making sure that you

01:04:17.837 --> 01:04:18.857

se that are.

01:04:20.047 --> 01:04:23.637

More business roles that are more

01:04:23.637 --> 01:04:27.737

business in nature or business centric that as

01:04:27.737 --> 01:04:30.977

we come to those decisions then certainly that

01:04:30.977 --> 01:04:34.377

those particular roles will be will be will not be part of the

01:04:34.377 --> 01:04:37.787

unification per per se, but we have

01:04:37.787 --> 01:04:41.327

we have a pretty long list and we're kind of walk working

01:04:41.327 --> 01:04:45.287

way through that again understanding in some cases

01:04:45.287 --> 01:04:48.357

s these detailed assessment and conversations

01:04:48.357 --> 01:04:50.517

be helpful for us to better.

01:04:50.767 --> 01:04:53.907

Understand the level of

01:04:53.907 --> 01:04:57.217

technology related responsibilities versus

01:04:57.217 --> 01:05:00.477

business related responsibilities. So we're trying to gather that information

01:05:00.477 --> 01:05:00.727

as well.

01:05:02.027 --> 01:05:05.257

But that's that. That's the how

01:05:05.257 --> 01:05:08.477

we're approaching the what is it role versus versus non

01:05:08.477 --> 01:05:09.057

IT role.

01:05:11.857 --> 01:05:15.577

Thank you. The questions are flowing now. We must always

01:05:15.577 --> 01:05:18.847

run ahead of schedule. Here we go. Recruiting is

01:05:18.847 --> 01:05:22.207

s great, but what about employee retention? What are your plans

01:05:22.207 --> 01:05:24.677

to help with employee retention throughout this process?

01:05:25.827 --> 01:05:30.707

First and foremost is #1 keeping you apprised

01:05:30.707 --> 01:05:34.667

of what's happening, of what decisions

01:05:34.667 --> 01:05:37.807

we're making. Don't want, don't want to blind side anybody. So I

01:05:37.807 --> 01:05:41.137

I want to make sure that everybody understands where we're at, the approach that

01:05:41.137 --> 01:05:43.317

re taking, the progress we that we're making.

01:05:44.797 --> 01:05:48.947

I'm hopeful that as we start to lay

01:05:48.947 --> 01:05:53.007

out and complete the job architecture work

01:05:53.007 --> 01:05:57.027

and understand where we are and where do we, where do we need to be that

01:05:57.027 --> 01:06:00.327

we started to show you and share it, share that with

01:06:00.327 --> 01:06:03.777

you and as we have a more

01:06:03.777 --> 01:06:08.217

consistent organizational structure, then also highlight the opportunities for you

01:06:08.217 --> 01:06:11.537

eer advancement, career progression that I think today

01:06:11.537 --> 01:06:14.377

re not as seamless as they could be.

01:06:15.457 --> 01:06:18.777

Making sure that again, we're looking at our compensation level again

01:06:18.777 --> 01:06:22.027

I don't wanna to promise that we're you

01:06:22.027 --> 01:06:25.367

re going to get there day one, but it's just more of understanding where we are and then

01:06:25.367 --> 01:06:28.387

where are the gaps and where the opportunities so we can lay out

01:06:28.387 --> 01:06:31.607

a good road map to address that

01:06:31.607 --> 01:06:35.557

t will require close coordination with our Cfos and in

01:06:35.557 --> 01:06:37.387

our in our budgeting process but.

01:06:38.937 --> 01:06:43.017

Those are the some of the things that come to mind in terms of a communication

01:06:43.017 --> 01:06:46.667

B looking at their job architectures

01:06:46.667 --> 01:06:50.017

s and making sure that we are consistent and also

01:06:50.017 --> 01:06:53.227

providing opportunities for advancement and career

01:06:53.227 --> 01:06:56.787

growth and exploration that some of may have I

01:06:56.787 --> 01:06:59.797

I think we, I don't think we do a good enough job in that

01:06:59.797 --> 01:07:01.647

space. So those are a few things that come to mind.

01:07:03.747 --> 01:07:06.807

Compensation is a hot topic. We have a

01:07:06.807 --> 01:07:09.967

couple of questions related to compensation. Will My

01:07:09.967 --> 01:07:13.547

salary be decreased after the transformation also with

01:07:13.547 --> 01:07:16.947

h the new structure, how IT have a

01:07:16.947 --> 01:07:20.417

reporting line into the system that pay still come from

01:07:20.417 --> 01:07:23.597

the campus, how will that be handled? So compensation and

01:07:23.597 --> 01:07:27.017

then going over the dotted line to the system and the reporting structure

01:07:27.017 --> 01:07:27.637
d the paychecks?

01:07:28.657 --> 01:07:29.477
Yeah.

01:07:30.227 --> 01:07:33.997
I will say from a compensation perspective, start with the first one, this

01:07:33.997 --> 01:07:37.897
was not again a cost savings initiative, right. So we

01:07:37.897 --> 01:07:41.137
there's no expectations that salaries are going to

01:07:41.137 --> 01:07:42.667
be affected adversely.

01:07:44.437 --> 01:07:47.587
So just wanna make sure I think that as

01:07:47.587 --> 01:07:51.907
s we go through the job architecture review there

01:07:51.907 --> 01:07:54.927
e will be some titles that get adjusted

01:07:54.927 --> 01:07:58.277
that get perhaps right size as we look at the totality

01:07:58.277 --> 01:08:02.187
of the enterprise IT organization and

01:08:02.187 --> 01:08:05.437
making sure that we are have market relevant titles and with

01:08:05.437 --> 01:08:08.677
h the right and consistent scope of responsibilities and

01:08:08.677 --> 01:08:12.177
so forth. So that may be that may

01:08:12.177 --> 01:08:14.767
t may be a change for sure, I don't want, I don't want to.

01:08:16.737 --> 01:08:19.937
Sugarcoat that, because that's definitely something that we deal

01:08:19.937 --> 01:08:22.947

with today. We're in some cases we have

01:08:22.947 --> 01:08:26.027
these titles that are really IT centric

01:08:26.027 --> 01:08:29.447
and in reality they're really business centric. But it's

01:08:29.447 --> 01:08:32.637
been done because of the compensation levels that are perhaps
associated

01:08:32.637 --> 01:08:35.737
with that. So what we're trying to clarify and rectify

01:08:35.737 --> 01:08:38.367
that. What was the second part of the question? I'm sorry?

01:08:38.427 --> 01:08:38.617
1.

01:08:39.437 --> 01:08:43.097
How will the paychecks be handled? So if

01:08:43.097 --> 01:08:47.147
one of the campus funding and so we

01:08:47.147 --> 01:08:50.167
e so Roberts leading the that analysis on.

01:08:51.097 --> 01:08:55.057
On understanding our current sources of funding

01:08:55.057 --> 01:08:59.687
for jobs that sit at the system level or at a campus level or

01:08:59.687 --> 01:09:02.767
a department level and kind of where the where

01:09:02.767 --> 01:09:06.257
e that sources of funding come from, what are the

01:09:06.257 --> 01:09:09.357
rules associated with that what are the rules attached to it the what
can

01:09:09.357 --> 01:09:12.757
an we do, what cannot we cannot do

01:09:12.757 --> 01:09:16.567

But the reporting structure, I'll give you an example, for instance with the Health Science Center

01:09:16.567 --> 01:09:19.727

Infrastructure team early, early in our journey we made the

01:09:19.727 --> 01:09:21.087

the determination that.

01:09:21.247 --> 01:09:24.417

Infrastructure, so core server storage

01:09:24.417 --> 01:09:29.357

the, network, telephony services really needed

01:09:29.357 --> 01:09:32.637

to be delivered at an enterprise level. So we you

01:09:32.637 --> 01:09:36.847

quickly realigned Ryan Kane, Jim Trammell some

01:09:36.847 --> 01:09:41.267

one of those groups to ultimately to Christopher's organization

01:09:41.267 --> 01:09:45.087

In that case, it was really a reporting structure change

01:09:45.087 --> 01:09:48.427

and we that sources of funding and methods of funding

01:09:48.427 --> 01:09:51.457

staying the same from a campus perspective, but we understand that.

01:09:51.527 --> 01:09:54.667

And it that they're there for, there's a lot of

01:09:54.667 --> 01:09:57.987

roles out there that have multiple ways of

01:09:57.987 --> 01:10:01.527

receiving or being funded right through

01:10:01.527 --> 01:10:04.717

student technology fees or other student related

01:10:04.717 --> 01:10:08.067

fees, state funding, non state funding. So we're going

01:10:08.067 --> 01:10:11.497

to Robert is putting that puzzle

01:10:11.497 --> 01:10:14.517

together to understand that and again as we move forward.

01:10:16.007 --> 01:10:19.577

Certainly if there are some services, that will be

01:10:19.577 --> 01:10:22.597

delivered on enterprise level, there may be a change in becoming a

01:10:22.597 --> 01:10:26.167

system employee or not, but

01:10:26.167 --> 01:10:29.487

the majority of where we're focusing on is again campus

01:10:29.487 --> 01:10:34.037

level and then specialized level. So that will stay local to the campus

01:10:34.037 --> 01:10:37.497

s and we're just having some conversations around kind of the structure of how that happens

01:10:37.497 --> 01:10:41.267

So that is that through centralized departmental

01:10:41.267 --> 01:10:44.737

l budget or distributed, but we're going through

01:10:44.737 --> 01:10:45.837

that analysis as we speak on a.

01:10:45.947 --> 01:10:49.077

You know Robert Smith, some good headway in getting access to

01:10:49.077 --> 01:10:52.357

the data and trying to understand that piece a little bit from personnel as

01:10:52.357 --> 01:10:53.987

aintenance and operations.

01:10:56.007 --> 01:10:58.907

Create this question goes back to organizational structure.

01:11:01.187 --> 01:11:04.227

If I'm understanding this correctly, we are headed in a direction

01:11:04.227 --> 01:11:08.307

of having roles unified slash aligned across campuses. What

01:11:08.307 --> 01:11:11.827

if similar groups don't have the same level of responsibilities from one campus

01:11:11.827 --> 01:11:14.937

to another? Will there be room in this new architecture

01:11:14.937 --> 01:11:18.167

to allow for these differences between groups from one campus

01:11:18.167 --> 01:11:21.807

to another? Groups that may sound similar by group name maybe

01:11:21.807 --> 01:11:24.197

are in fact very different based on responsibility.

01:11:25.997 --> 01:11:29.737

I mean, it's hard to, but I would say at a

01:11:29.737 --> 01:11:32.957

high level, yes. We just need to understand that part. That's part of our challenge

01:11:32.957 --> 01:11:33.747

want to make sure that.

01:11:34.707 --> 01:11:38.407

That role definitions and job responsibilities that are that

01:11:38.407 --> 01:11:41.607

published, that are out there, are in fact what people

01:11:41.607 --> 01:11:45.247

are doing right and so we need to understand that. So I

01:11:45.247 --> 01:11:48.487

think as we go through the analysis and some of the areas that we know we need

01:11:48.487 --> 01:11:52.987

to gather more details like the three areas that we highlighted, I'm hopeful that

01:11:52.987 --> 01:11:56.237

how can we get to that level of detail

01:11:56.237 --> 01:11:59.617

that's going to influence our decision. But again

01:11:59.617 --> 01:12:03.117
we understand that there's

01:12:03.117 --> 01:12:04.977
s services being provided in different levels.

01:12:05.047 --> 01:12:06.307
And capabilities.

01:12:07.017 --> 01:12:10.487
We just want to make sure that we're consistent, consistent and consistently

01:12:10.487 --> 01:12:11.287
aligned going forward.

01:12:14.697 --> 01:12:18.317
This next question is related to Page up. Will this fix

01:12:18.317 --> 01:12:23.237
the issue of lag relating to new employees getting access to VPN Adobe

01:12:23.237 --> 01:12:26.707
e and other resources that seem to take a bit of time based

01:12:26.707 --> 01:12:27.877
off the automated I9?

01:12:29.597 --> 01:12:32.147
Won't hurt, OK.

01:12:33.807 --> 01:12:35.547
Yeah, the answer was.

01:12:36.467 --> 01:12:37.377
Soft, yes.

01:12:41.797 --> 01:12:41.957
Yeah.

01:12:43.687 --> 01:12:44.007
Yeah.

01:12:53.077 --> 01:12:56.307
OK. Yeah. So it's more than just that system. It'll be more than

01:12:56.307 --> 01:12:59.377
just page up that's involved in that process. So there's gonna need

01:12:59.377 --> 01:13:02.917
to be some changes within the business

01:13:02.917 --> 01:13:06.867
process, but also within the IT process, I will say that

01:13:06.867 --> 01:13:10.747
having page up will allow us to create some integrations that will
help with that. It's just

01:13:10.747 --> 01:13:14.467
a matter of getting through the

01:13:14.467 --> 01:13:17.557
initial implementation and then starting to add those things that will

01:13:17.557 --> 01:13:18.217
ill improve the process.

01:13:19.247 --> 01:13:22.487
Thank you. This next question what

01:13:22.487 --> 01:13:26.367
was from Michael, he asked for the Specialized

01:13:26.367 --> 01:13:29.597
class labs that are managed by the colleges. Is this an

01:13:29.597 --> 01:13:32.957
effort to centralize these rather than allow colleges to

01:13:32.957 --> 01:13:36.357
continue to manage them so they meet the specific student needs? What

01:13:36.357 --> 01:13:39.397
is the plan to ensure these are

01:13:39.397 --> 01:13:42.537
e managed appropriately? Yeah, that's that

01:13:42.537 --> 01:13:45.827
That's one of the areas that we're going to, you know, lean on
Deloitte to

01:13:45.827 --> 01:13:45.917
us.

01:13:47.447 --> 01:13:50.597
Have those conversations and those more detailed

01:13:50.597 --> 01:13:53.957
information gathering sessions with the different stakeholders. So that's one

01:13:53.957 --> 01:13:57.927
of the areas that we want to understand. What does that look

01:13:57.927 --> 01:14:01.127
like today? How is it working, what are the needs, what are the customer interaction

01:14:01.127 --> 01:14:04.137
points to gather the right level

01:14:04.137 --> 01:14:07.517
of input to appropriately inform

01:14:07.517 --> 01:14:11.197
the future state of the particular service, whether it's maintained

01:14:11.197 --> 01:14:14.787
as is, whether it's centralized at the campus level, you

01:14:14.787 --> 01:14:17.547
hat's we're going to work with the Lloyd to.

01:14:17.667 --> 01:14:21.427
To define and help us think

01:14:21.427 --> 01:14:22.377
through what the right model is.

01:14:23.137 --> 01:14:25.027
One of James, we wanted anything to add to that?

01:14:33.337 --> 01:14:36.537
Too much to add, but yes, I would agree I mean

01:14:36.537 --> 01:14:40.107
n, that's the purpose, at least as the first phase of

01:14:40.107 --> 01:14:43.277
the survey with Deloitte is really to have

01:14:43.277 --> 01:14:46.287
better understanding. So at this time I would

01:14:47.097 --> 01:14:50.517
We don't know well enough about

01:14:50.517 --> 01:14:54.167

that differentiation and once we do, then we'll be able to

01:14:54.167 --> 01:14:57.577

better answer the question about what the model looks like. But at this point we're

01:14:57.577 --> 01:14:57.907

e not sure yet.

01:15:00.447 --> 01:15:04.187

Thank you. How are you addressing the presence of

01:15:04.187 --> 01:15:07.277

numerous systems in place that perform the same functions in

01:15:07.277 --> 01:15:08.677

different units? Slash departments?

01:15:10.087 --> 01:15:13.767

Yeah, that's a great question. It's so and in fact

01:15:13.767 --> 01:15:18.007

I received a similar question from the HSC cabinet

01:15:18.007 --> 01:15:21.107

So application rationalization is not part

01:15:21.107 --> 01:15:24.477

t of the scope of this, of this initiative, right

01:15:24.477 --> 01:15:27.857

it that could that could take quite an

01:15:27.857 --> 01:15:32.367

extensive amount of time and planning and effort to go through it in detail I

01:15:32.367 --> 01:15:35.537

I would say that as a as we walk through

01:15:35.537 --> 01:15:38.967

the service delivery matrix and think about future state and kind

01:15:38.967 --> 01:15:40.307

f where the lies we are identifying.

01:15:40.377 --> 01:15:43.577

Some of those applications where there are

01:15:43.577 --> 01:15:44.497
some opportunities.

01:15:45.387 --> 01:15:48.597
To explore in some cases

01:15:48.597 --> 01:15:50.947
s it's easier decisions than others, but.

01:15:52.507 --> 01:15:56.327
I think I would say that that's a future phase and to do

01:15:56.327 --> 01:15:59.697
it more holistically we

01:15:59.697 --> 01:16:03.597
realize and understand that there are, there is some

01:16:03.597 --> 01:16:06.957
s some overlap the other on the conversely on one of the

01:16:06.957 --> 01:16:10.167
things that just us working more closely together we're

01:16:10.167 --> 01:16:13.707
re also surfacing areas

01:16:13.707 --> 01:16:18.207
that for instance UNT Dallas is exploring or rolling out or UNT and at
least

01:16:18.207 --> 01:16:21.537
having some collaboration up front and come in

01:16:21.537 --> 01:16:23.017
coordination and communication of.

01:16:23.127 --> 01:16:26.347
We're looking at these solutions. Is there is there an

01:16:26.347 --> 01:16:29.627
portunity for or is there a need or fit potential fit at the other

01:16:29.627 --> 01:16:33.087
ses. So at least we're trying to, you know among us collaborate on

01:16:33.087 --> 01:16:36.797
some of those areas, but I think a holistic application

01:16:36.797 --> 01:16:40.257

inventory and rationalizing that is

01:16:40.257 --> 01:16:43.347

a is a unique initiative that at some point

01:16:43.347 --> 01:16:46.537

we'll explore, but it's not currently part

01:16:46.537 --> 01:16:47.297

of the part of this code.

01:16:49.387 --> 01:16:53.307

Thank you. This next question is about

01:16:53.307 --> 01:16:57.967

career opportunities. What plans you have to create additional career growth

01:16:57.967 --> 01:16:59.107

with opportunities throughout this transformation?

01:17:00.867 --> 01:17:05.607

So I think is defining as we as

01:17:05.607 --> 01:17:08.837

we define the future organizational

01:17:08.837 --> 01:17:12.707

structure is and making sure that we have

01:17:12.707 --> 01:17:15.787

clearly defined a career advancement opportunities in each one

01:17:15.787 --> 01:17:19.347

of our areas. This is work that's already started in

01:17:19.347 --> 01:17:22.727

some of the groups but again I don't think

01:17:22.727 --> 01:17:25.777

we do enough to put that down to paper

01:17:25.777 --> 01:17:28.937

so that as you come in as a level one help desk

01:17:28.937 --> 01:17:29.907

that Christopher was talking about.

01:17:30.657 --> 01:17:33.857

What is your typical

01:17:33.857 --> 01:17:37.677

career progression path and opportunities to move up to Level 2

01:17:37.677 --> 01:17:41.447

Level 3 if you want to get into system engineering or security just

01:17:41.447 --> 01:17:45.117

st kind of highlighting that so as we look at the job architecture

01:17:45.117 --> 01:17:46.047

e, we'll definitely.

01:17:47.207 --> 01:17:50.317

Try to capture that to you

01:17:50.317 --> 01:17:52.997

re and review with the community.

01:17:55.747 --> 01:17:59.227

Thank you. This next one is actually for me and the question

01:17:59.227 --> 01:18:03.867

n is does Viva allow for division or college sub pages? Yes and that

01:18:03.867 --> 01:18:07.257

t will be part of phase two. Stay tuned, but we do plan to

01:18:07.257 --> 01:18:10.517

build out those pages to certain service areas, so as department

01:18:10.517 --> 01:18:13.717

t heads, you could have a page just for your college

01:18:13.717 --> 01:18:13.957

etcetera.

01:18:15.957 --> 01:18:19.127

I will say on the page up I'm excited as we as we come

01:18:19.127 --> 01:18:20.917

together as one IT organization that be.

01:18:21.747 --> 01:18:22.627

It'd be.

01:18:23.537 --> 01:18:26.717

A great opportunity for us to market ourselves

01:18:26.717 --> 01:18:31.677

as you'll have a broad comprehensive IT operation you

01:18:31.677 --> 01:18:35.007

with multiple roles and responsibilities and so

01:18:35.007 --> 01:18:38.797

we may we may send up our own IT

01:18:38.797 --> 01:18:42.387

career portal that we can market ourselves to the TO

01:18:42.387 --> 01:18:43.057

the public so.

01:18:44.427 --> 01:18:48.917

Awesome. This next question is from Kara. What is the timeline to expect

01:18:48.917 --> 01:18:52.397

to be notified if you're continuing to be a part of this transformation

01:18:52.397 --> 01:18:56.387

or not after further analysis? Yeah

01:18:56.387 --> 01:18:59.717

right now we have not made any decisions one way or the other

01:18:59.717 --> 01:19:03.237

We have again as I've said many times cast a pretty

01:19:03.237 --> 01:19:03.937

pretty wide net.

01:19:05.117 --> 01:19:08.277

And as we fine tune and refine that, we will

01:19:08.277 --> 01:19:11.557

we will definitely let make sure that those

01:19:11.557 --> 01:19:14.777

decisions are communicated and the rationale for

01:19:14.777 --> 01:19:17.787

for those and certainly I'll have also heard

01:19:17.787 --> 01:19:21.627

from people that want to be kept informed of the progress that we're making

01:19:21.627 --> 01:19:25.607

They may view themselves as perhaps not necessarily part

01:19:25.607 --> 01:19:30.667

of the core IT, but there's also some interest in folks from

01:19:30.667 --> 01:19:34.747

m being kept informed. And so we'll discuss again. Hey

01:19:34.747 --> 01:19:36.597

e completed the analysis we.

01:19:36.687 --> 01:19:41.277

We view this more as a business centric role and responsibilities

01:19:41.277 --> 01:19:44.307

You keep be kept informed, Happy to do that or

01:19:44.307 --> 01:19:46.987

ot. So what we'll communicate that as we complete our.

01:19:48.027 --> 01:19:48.587

Our reviews.

01:19:49.887 --> 01:19:53.367

OK. This next question is what are your plans to ensure

01:19:53.367 --> 01:19:56.757

continuity of projects? Explain more about resource prioritization

01:19:56.757 --> 01:19:57.937

throughout this process.

01:19:59.307 --> 01:20:00.597

Yeah, so.

01:20:01.277 --> 01:20:04.477

The constant or a common

01:20:04.477 --> 01:20:07.407

thread that we heard from our business leaders was.

01:20:08.287 --> 01:20:11.407

A lack of understanding of how some

01:20:11.407 --> 01:20:15.427

of the projects and initiatives

01:20:15.427 --> 01:20:18.817

are decided and initiated

01:20:18.817 --> 01:20:22.057
in some cases. So the objective is

01:20:22.057 --> 01:20:25.897
to look at how do we provide

01:20:25.897 --> 01:20:27.697
a more consistent intake process.

01:20:28.657 --> 01:20:31.807
But the expectation is it go

01:20:31.807 --> 01:20:34.907
forward right as it's a future, it's a future strategy not

01:20:34.907 --> 01:20:38.767
impacting what we have in flight or what we have already committed to,
but that's

01:20:38.767 --> 01:20:41.807
a common thread that we heard is understanding

01:20:41.807 --> 01:20:45.247
and being part in some cases

01:20:45.247 --> 01:20:48.397
of discussing the priorities between

01:20:48.397 --> 01:20:52.557
projects and initiatives. Again do they relate directly report

01:20:52.557 --> 01:20:55.697
or directly aligned to the strategic plan or

01:20:55.697 --> 01:20:59.337
r there's specific high importance need

01:20:59.337 --> 01:21:00.907
that we need to address so.

01:21:01.037 --> 01:21:04.227
I don't really have an answer until we kind of start

01:21:04.227 --> 01:21:07.587
work working our way through this processes with our

01:21:07.587 --> 01:21:10.947
stakeholders as we define in more formal

01:21:10.947 --> 01:21:14.767
intake process as we think through

01:21:14.767 --> 01:21:18.287
a prioritization framework. I know we had there was one in place that

01:21:18.287 --> 01:21:19.227
the system level.

01:21:20.747 --> 01:21:24.057
So just depends on what the you

01:21:24.057 --> 01:21:27.897
t the appetite is or what what's the right configuration for

01:21:27.897 --> 01:21:31.287
r us going forward, but the expectations that we're you

01:21:31.287 --> 01:21:34.697
re not really changing and looking to reprioritize our

01:21:34.697 --> 01:21:37.817
project is just more how do we, how do we prepare ourselves for

01:21:37.817 --> 01:21:40.617
r the future with a consistent approach.

01:21:44.487 --> 01:21:48.607
Thank you. This next question is from Christopher. What is the

01:21:48.607 --> 01:21:52.137
road map for us to get more access to Intune and Azure AD

01:21:52.137 --> 01:21:53.367
from a campus management side?

01:21:55.257 --> 01:21:57.987
You wanna? You wanna address this one?

01:22:01.677 --> 01:22:05.077
What is the road map for us to get more access to Intune

01:22:05.077 --> 01:22:07.247
and Azure AD from a campus management side?

01:22:15.377 --> 01:22:16.897
I would say that.

01:22:17.827 --> 01:22:20.887
Completely open to expanding

01:22:20.887 --> 01:22:24.137
the utilization or the administration

01:22:24.137 --> 01:22:25.637
capabilities of those products.

01:22:27.177 --> 01:22:30.887
I'm speaking quite candidly. I don't know why we would have not ever had that

01:22:30.887 --> 01:22:34.407
sort of delegated owl so that if there's things that can be

01:22:34.407 --> 01:22:37.827
done in Intune and there's people that have expertise across the

01:22:37.827 --> 01:22:40.917
e different campuses, then let let's let them do it

01:22:40.917 --> 01:22:44.137
The more the merrier the idea though is

01:22:44.137 --> 01:22:47.167
s using our governance to have the right guardrails in place so

01:22:47.167 --> 01:22:50.597
that as the platforms get deployed, they get deployed in the right way and they

01:22:50.597 --> 01:22:54.537
can be managed easily. But yeah, I'm all for additional people

01:22:54.537 --> 01:22:57.867
coming in and using those. So let's

01:22:57.867 --> 01:22:58.477
make sure I know who the.

01:22:58.567 --> 01:23:01.787
Is that Christopher? It was also Christopher. So we

01:23:01.787 --> 01:23:02.947
will correct the two of you.

01:23:03.757 --> 01:23:07.367
Thank you. What are the ongoing

01:23:07.367 --> 01:23:10.547
plans to communicate between town halls to

01:23:10.547 --> 01:23:13.577

keep employees apprised of these changes as it applies to

01:23:13.577 --> 01:23:14.537

individuals and teams?

01:23:15.707 --> 01:23:18.987

A good question. In the past we've done some email

01:23:18.987 --> 01:23:23.987

updates. We've been really heads down

01:23:23.987 --> 01:23:27.027

on having multiple sessions around the service delivery matrix

01:23:27.027 --> 01:23:30.297

and what walking through that took us what

01:23:30.297 --> 01:23:33.517

t, almost 10 sessions at two hours each, so

01:23:33.517 --> 01:23:36.217

o you do the math, the good 20 hours of discussion and planning and.

01:23:37.037 --> 01:23:40.687

So we've been heads down on that. We've been focusing just completed that to

01:23:40.687 --> 01:23:41.707

governance.

01:23:42.507 --> 01:23:46.207

So time, you know, timing wise, this town hall

01:23:46.207 --> 01:23:49.567

fit right in, certainly if there's a gap where we

01:23:49.567 --> 01:23:52.737

need to or for some reason we need to provide

01:23:52.737 --> 01:23:56.047

an update in between, we'll probably use

01:23:56.047 --> 01:23:59.597

email or certainly looking forward to in the future being able to publish more

01:23:59.597 --> 01:24:02.697

r updates through Viva Connections and through a

01:24:02.697 --> 01:24:06.127

Sharepoint team based type of platform, but I

01:24:06.127 --> 01:24:08.917

I would say probably e-mail, e-mail updates for any relevant.

01:24:10.367 --> 01:24:11.007

Communications.

01:24:12.317 --> 01:24:15.457

Thank you. We have time for one more question

01:24:15.457 --> 01:24:17.577

This one relates to our values.

01:24:18.867 --> 01:24:20.397

Why should employees remain?

01:24:21.347 --> 01:24:23.427

With you and T to complete this project.

01:24:24.217 --> 01:24:24.547

So.

01:24:25.717 --> 01:24:29.327

Hitch our employees as to why they should come along on this journey

01:24:29.327 --> 01:24:29.567

ou.

01:24:30.357 --> 01:24:31.887

At HR employees those.

01:24:32.577 --> 01:24:34.127

Our employees.

01:24:34.857 --> 01:24:37.257

Again, we're trying to.

01:24:38.007 --> 01:24:41.767

I would say build a more solid foundation for

01:24:41.767 --> 01:24:45.007

the future we're trying to you

01:24:45.007 --> 01:24:48.137

ovide opportunities

01:24:48.137 --> 01:24:49.587

for growth for our employees.

01:24:51.267 --> 01:24:52.957
We're trying to.

01:24:53.787 --> 01:24:56.887
Work better together we're

01:24:56.887 --> 01:25:00.357
e we're, I think we're going to be a lot more stronger. I've already

01:25:00.357 --> 01:25:03.827
seen just in that in the collaboration that we've had as a leadership

01:25:03.827 --> 01:25:07.377
team of really in some cases the silos coming

01:25:07.377 --> 01:25:10.657
down, the guardrails coming down and

01:25:10.657 --> 01:25:14.337
d working more closely together, we are you

01:25:14.337 --> 01:25:17.547
mately we're part of one team that goes back to the

01:25:17.547 --> 01:25:19.097
vision of Doctor Williams that.

01:25:19.777 --> 01:25:23.047
Of being one team, that is

01:25:23.047 --> 01:25:26.617
values driven that we're we're holding each other accountable that

01:25:26.617 --> 01:25:29.657
we're all rowing in the same direction so those

01:25:29.657 --> 01:25:32.907
se are a few things that come to mind is again coming coming together
as

01:25:32.907 --> 01:25:36.347
as one, one community, being stronger together being

01:25:36.347 --> 01:25:40.737
g focusing on providing opportunities for career growth and
advancement

01:25:40.737 --> 01:25:44.087

d also being more consistent right with how we

01:25:44.087 --> 01:25:46.447
e deliver IT services to our campuses.

01:25:47.707 --> 01:25:51.317
Wonderful. Thank you. As a reminder that we will post these questions

01:25:51.317 --> 01:25:55.177
and recording of the town Hall online

01:25:55.177 --> 01:25:58.227
Want any final thoughts? Thank you again for your time

01:25:58.227 --> 01:26:02.617
I think it was a good, another good turnout online so

01:26:02.617 --> 01:26:05.657
o appreciate your time. Hopefully these are good valuable

01:26:05.657 --> 01:26:08.817
e relevant updates for you as we

01:26:08.817 --> 01:26:12.627
progress. Again, we'll make sure that we continue to do these I think

01:26:12.627 --> 01:26:16.077
k we'll probably have more details through share either next time

01:26:16.077 --> 01:26:17.097
ime or for sure.

01:26:17.907 --> 01:26:21.037
By our N1 as we continue to

01:26:21.037 --> 01:26:24.067
work very closely with Deloitte and thinking through

01:26:24.067 --> 01:26:28.247
the right organizational structure going forward. So definitely look

01:26:28.247 --> 01:26:31.777
forward to sharing those findings and

01:26:31.777 --> 01:26:35.507
recommendations as we as we get to that point. So I appreciate your
time

01:26:35.507 --> 01:26:38.497
ertainly where to find us. If you have any questions, let us know.

01:26:41.217 --> 01:26:41.577
Thank you.