Dear Colleagues:

With the fall semester now underway, I want to update you on the university-wide IT Organizational Review conducted by our consulting partners, BerryDunn. As stated in my original announcement, we engaged BerryDunn to conduct the review and provide us with best-practice recommendations. Ultimately, our goal is to ensure a more effective and efficient IT organization that responds to an emerging set of conditions:

- **New UNC System policies** requiring greater accountability for information security and reduced risks to the University with respect to its critically important IT infrastructure.

- Increasing demands for university-wide IT services and IT-related projects which require that we optimize the allocation of human and financial resources to ensure that our entire IT operation is fully meeting the highest priority needs of the campus community.

- Constrained state funding and continuing enrollment growth necessitating greater efficiency of human and technical resources.

- Given rapid changes in technology, the need for improved professional development opportunities of university-wide IT staff.

BerryDunn recently presented their report with preliminary findings and recommendations to the Chancellor's Cabinet. Before any decisions are made on the report’s recommendations, I believe a comprehensive assessment of each distributed IT position is necessary to better understand the impact of recommendations on our operations. Once the assessment is completed, the revised findings and recommendations will be presented to the campus community for review and feedback.

Below is a timeline outlining the anticipated next steps:

- **August - October 2018**: BerryDunn performs second phase of analysis to determine how recommendations will impact each unit and each of the 170 distributed IT staff.
November - December 2018: BerryDunn refines recommendations based on detailed analysis of distributed IT positions.

January - February 2019: Revised preliminary recommendations are presented to campus community; feedback is collected and processed.

March - April 2019: Final recommendations are developed by BerryDunn.

April 2019: Final recommendations are presented to Chancellor.

May - June 2019: Chancellor reviews recommendations and makes final decisions and establishes timeline for implementation.

Your participation and feedback are fundamental to guaranteeing an effective assessment. I encourage you to visit the IT Assessment webpage for information and periodic updates as the assessment continues. You may also provide feedback on the process and/or report at any time by sending an email to itassessment-group@uncc.edu.

A final note: I know that any activity like this sparks rumors and concerns that there is an "alternative agenda" at work that is aimed at cutting the size of our staff so that resources can be redeployed elsewhere in the University to meet our other high priority needs. But let me assure everyone that the organizational changes ultimately implemented will not result in layoffs or other reductions in our IT workforce. BerryDunn's analysis suggests that our overall IT spending is about average when compared to peer institutions. Given the importance of our IT infrastructure to every aspect of our administrative and academic enterprise, it is likely that we will be spending more on IT in the years ahead, not less. How we deploy our IT workforce and how critical support services are delivered are the only questions in front of us.

Cordially,

[Signature]

Philip L. Dubois
Chancellor