IT Restructure Advisory Council

April 8, 2025 | Meeting Notes

Key Themes

1. Organizational Updates & Communication

- The infrastructure reorganization is intended to be seamless, with immediate support mechanisms through 24/7 ticketing or direct contact with leadership.

- A campus-wide communication will be sent on April 11 to provide another update on IT Restructuring and clarify how to report issues and request support.

2. IT Service Satisfaction Survey

- UITS is launching an annual survey to gauge broad satisfaction, capture usage patterns, and gather input on restructuring impacts.

- It is not intended to replace real-time or service-specific feedback mechanisms, which will remain active and accessible year-round.

- ITRAC members will have an opportunity to review and refine the survey questions to ensure clarity and relevance to diverse user experiences.

3. Research Computing

- Storage services are being evaluated to better align with data access needs and address underutilized capacity on campus.

- Cloud services are being explored for research use, focusing on sustainable pricing, scalability, and flexibility.

- Governance models and feedback loops are being considered to ensure research computing services remain responsive, value-driven, and inclusive.

- Concerns around legacy system support and student research access are actively being addressed.

Specific Questions Raised (with Answers)

- **How can the survey differentiate between general satisfaction and actionable service-specific issues?**
  The annual survey will focus on broad trends and perceptions, while ongoing feedback mechanisms (like service-specific forms or targeted outreach) will be used for actionable, granular feedback.

- **What are the long-term implications of evolving federal funding rules on HPC procurement?**
  There is growing uncertainty about whether future NSF funding will support infrastructure purchases. The team is exploring flexible purchasing models and interim solutions to ensure continuity.

- **Can underutilized storage be repurposed to meet current research needs?**
  Yes, there is potential to optimize and reallocate underused campus storage. An assessment is underway to evaluate usage patterns and develop solutions that match storage types to actual data needs.

- **How can cloud services be delivered in a scalable yet cost-effective way?**
  The team is considering centralized offerings (e.g., containerized databases, virtual machines) that reduce cost and complexity for individual researchers while maintaining flexibility and control.

- **What support models best serve legacy and niche systems?**
  Risk-aware support strategies are needed—prioritizing security, stability, and documented lifecycle management—while still enabling research continuity for critical or unique use cases.

- **How can we remove financial or logistical barriers to student research and prototyping?**
  Shared service models, subsidized access, and lightweight sandbox environments are being explored to encourage student innovation and reduce departmental cost burdens.

Action Items & Next Steps for the ITRAC Group

- **Review and Refine the IT Satisfaction Survey**
  Provide feedback on draft survey content to ensure it balances broad insights with restructuring relevance and allows for future analysis by user group.

- **Identify topics for future discussions**