IT DIGITAL CHAT

June 2, 2017
AGENDA

- Strategic Goals
- Budget Update
- Workplace Experience Findings
- CODA Update
- Metrics – Strategic Goal Health
STRATEGIC GOALS

Transforming Teaching & Learning
Expanding Research
Streamlining Service Delivery
Enhancing Security, Privacy, and Accessibility
Investing in the Workforce
Aligning through Governance & Transparency
Continuously Transforming the Technology Enterprise
## BUDGET UPDATE

<table>
<thead>
<tr>
<th>Strategic Goal</th>
<th>Investment</th>
<th>Allocations</th>
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<tbody>
<tr>
<td>IT Budget - Base</td>
<td>$40,000,000</td>
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<tr>
<td>1. Teaching &amp; Learning</td>
<td>Digital Learning Platform &amp; Programming</td>
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<td>2. Expanding Research</td>
<td>Research Data/HPC</td>
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<td>4. Security, Privacy, Accessibility</td>
<td>Cybersecurity &amp; Compliance</td>
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<td>7. Technology Enterprise</td>
<td>Maintenance/Contracts</td>
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<td>7. Technology Enterprise</td>
<td>CRM – Permanent Funding</td>
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<td>Total NEW (FY18) Funding</td>
<td>$7,246,000</td>
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WORKPLACE EXPERIENCE REPORT

APPROACH & NEXT STEPS

• The process includes a Workplace Experience Survey along with focus groups and interviews if needed to better understand the issues.

• The survey was based on leading practices in leadership & management behaviors, workplace effectiveness, cooperation, and employee engagement in the workplace.

• **OIT survey response rate – 62% (146 of 235)**

• Unit leaders will be involved in the next steps in this process, which will include:
  • Sharing results with your areas, including highlighting areas that are working well and acknowledging opportunities for improvement
  • Affirm people’s feelings, even if you may disagree
  • Agree to act on the feedback where there are opportunities and quick wins
  • Engaging employees in helping to define and prioritize action items to address
  • Integrating items into business plans and goals, and then measuring and celebrating progress
KEY TAKEAWAYS
What is Working Well

- Positive working relationships with their team, immediate supervisor, direct reports, or peers in their small working groups
- Many employees recognized they have a supportive manager who gives them autonomy and attention, is approachable, doesn’t micromanage, and listens to their concerns
- Many work in a positive work environment where they feel respected and valued
- There is a strong commitment to providing customer service to students and the campus community. Many expressed pride in the work they do and how it betters the students’ experience and employees’ work experiences
- Workplace flexibility and telecommuting options provide employees with a positive work life balance
- Employees are eager to learn and grow professionally and value the opportunities they are given to advance their competencies and skills
- There is a general sense of pride to work at Georgia Tech
- Employees value the opportunity to take on challenging new assignments and tasks that add variety to their normal routines
KEY TAKEAWAYS
Opportunities for Improvement

- **Workspaces** are old, outdated, lack proper ventilation, light, or are not conducive to employees being able to perform the essential functions of their job. Many dislike the open workspace concept, making confidential conversations or focused attention difficult.

- Employees would like additional opportunities for *intentional learning and development* leading to advancement opportunities.

- **Communication** and information sharing around processes, guidelines, transparency around management decisions, and the opportunity to offer input.

- Many expressed they do not have a *supportive manager* who is approachable, offers praise or recognition, is responsive to workplace issues, or is trying to create a respectful environment. Some commented that when they perform well they “are rewarded with more work.”

- **Pay** for skilled professionals was a concern. Employees commented they are underpaid for their skills, cannot retain talent, or recruit competitively with industry (*Tools/Resources*).

- Some expressed frustration that a lot of hiring decisions result in bringing in outside talent instead of promoting from within.

- Many of the comments expressed a cynical undertone, with comments suggesting that they would not see any action on these results or their concerns would fall on deaf ears.
### QUALITATIVE RESPONSES

Opportunities for Improvement - Most Frequent Responses

*What could be improved about your workplace experience?*

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Workspace</td>
<td>28</td>
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<tr>
<td>Professional Development &amp; Advancement</td>
<td>18</td>
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<tr>
<td>Communication from Leadership</td>
<td>16</td>
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<td>Supportive Manager</td>
<td>13</td>
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<tr>
<td>Pay/Benefits</td>
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</table>

**156 Total Comments**

**Other Comments Mentioned**

- Tools/Resources (5.8%) — 9 Comments
- Clear Strategic Goals/Vision (5.1%) — 8 Comments
- Workplace Flexibility (5.1%) — 8 Comments
QUALITATIVE RESPONSES

Opportunities for Improvement - Item Descriptions

- **Updated Workspace** – Outdated space, working in old buildings, old furniture, no natural light, or private spaces for meetings or confidential discussions
- **Professional Development & Advancement** – Opportunities for training and growth, cross-training, promotions, developing new skills, and attending ERG’s
- **Communication from Leadership** – Keeping employees informed on changes/decisions, transparency in decisions, listening to employee concerns, and meeting with employees
- **Supportive Manager** – Trust in their manager, someone who demonstrates strong leadership, willing to mentor, responsive to issues, recognizes extra efforts, doesn’t micromanage, and is approachable
- **Better Pay/Benefits** – Competitive industry salary
- **Tools & Resources** – People to fill assignments, updated technology/equipment
- **Clear Strategic Goals/Vision** – Long-term agendas or goals for my group, a clear vision for the future, or alignment with the Institute’s mission
- **Workplace Flexibility** – Telecommuting, flexibility in work schedules, or flexible locations where employees can perform their jobs
APPROACH & NEXT STEPS

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CODA UPDATE

Cas D’Angelo
June 2, 2017
Who is not in CODA
Who is in CODA
What is the stacking plan
OIT @ CODA

Who is not in CODA

Printing and Copying Services

Audio Visual Services

Network Engineering
  • Network Services
  • Telecom
  • Engineering

Resource Management: receiving

ITS Walkup support in Clough
OIT @ CODA

Who is in CODA

Everyone else including:

- Academic and Research Technologies
- Architecture and Infrastructure
- CIO Office
- CyberSecurity
- Enterprise Architecture
- Enterprise Information Systems
- Human Resources Information Systems
- ITS
- ITSD
- PACE
- PPMO
- Resource Management
- Campus Services: ITG
What is my location?

The following locations are not planning to move at this time:
PCS, ITS walkup support, BCDC

Everything else is TBD

Depends on what space we’re allocated and what makes the most sense
## BLOCK + STACK

### VERSION 12 - RSF CHECK - IN PROCESS

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<th>Building</th>
<th>RSF</th>
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<th>Atrium</th>
<th>Shared Serv.</th>
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**Stacking Plan Provided RSF Per Group**

- **GTRI - Total**: 75,000
- **GTRI - ICL**: 28,312
- **GTRI - Shared Serv.**: 25,512
- **GTRI - Secure Groups**: 26,745
- **CIT**: 52,900
- **CSI**: 21,857
- **Health**: 22,091
- **Machine Learning**: 14,452
- **ISP**: 16,420
- **Ideas**: 18,178
- **BA/MSA/MIS/QCF**: 5,947
- **Energy**: 6,009
- **Neighborhood**: 6,989
- **Shared Serv.**: 24,199
- **Shared Conf.**: 23,441
- **Atrium and Airspace**: 4026

**Programmed RSF Requested Per Group**

- **GTRI - Total**: 75,000
- **GTRI - ICL**: 22,153
- **GTRI - Shared Serv.**: 25,512
- **GTRI - Secure Groups**: 13,228
- **CIT**: 52,900
- **CSI**: 21,857
- **Health**: 22,091
- **Machine Learning**: 14,452
- **ISP**: 15,806
- **Ideas**: 18,178
- **BA/MSA/MIS/QCF**: 5,947
- **Energy**: 6,009
- **Neighborhood**: 7,800
- **Shared Serv.**: 24,199
- **Shared Conf.**: 23,441
- **Atrium and Airspace**: 4026

**Total GRAND**: 291,597

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*RSF text: RSF from Amendments #2, Exhibit D, starting on pg 92 of the PDF*  
*Expansion Rights for GTRI*
METRICS: MEASURING THE HEALTH OF OUR STRATEGIC GOALS

Angi Whatley
June 2, 2017
STRATEGIC GOALS

Transforming Teaching & Learning
Expanding Research
Streamlining Service Delivery
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HEALTH SCORES

Three Perspectives
• Business
• Workforce Capability
• Customer

Health of Strategic Goals
WHERE ARE WE IN THE PROCESS?

- Sample set has been selected
- WorkFront is the tool (for now)
- Testing the tools

Diagram:
- Sample Set
- Tool Selected
- Tool Testing
- Develop Visuals
- Evaluate Feedback
- Go Live
WHO DOES THIS IMPACT?

Short Term:

Project Managers/Service Managers selected for the sample set

Long Term:

Project Managers/Service Managers

Ultimately:

Everyone on the Team!
KEEP IN MIND

Project Managers/Service Managers complete the form

Projects aligning with Strategic Goals will be measured

Sample Set for testing has already begun

Go Live for projects aligning with Strategic Goals targeted **July 1**
NEXT STEPS

Collect and evaluate feedback
Provide feedback to leadership
Make adjustments, if needed
Plan Phase 2 Metrics for Service Delivery
Questions?
General Announcements