

# Information Technology

## Provost Retreat 2016 Interim Chief Information Officer Daniel Uetrecht

For the full report see 2016 CIO Report @ [it.mst.edu/about/cio](http://it.mst.edu/about/cio)

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# Information Technology SWOT Analysis

## Strengths

Customer support / Walkin center  
Technical expertise of staff  
Desktop enhancement program

Research support  
Collaboration with EdTech  
CLC lifecycle program

Infrastructure, network & security  
Faculty governance via ITCC  
Project & Relationship management

## Weaknesses

Applications team suffering due to turnover  
Poorly communicated IT programs and services  
FTE intensive desktop build and delivery

IT Service management solution  
No GRA based project budget  
FTE intensive software deployment

Outdated, confusing billing/invoicing system  
Outdated funding model for networking  
Expensive remote software delivery

## Opportunities

Flexible work environment  
Modernize desktop support and software delivery  
Improve program management & compliance  
Build a core academic support team  
Improve collaboration with UM to reduce costs

Alternative compensation strategies  
Relocate most of IT off campus  
Expand IT student COOP program  
Partner with OSP on research support  
Grow HPC infrastructure and support

Consolidate software offerings  
Collocate remaining campus bound IT staff  
Align staff to academic & research mission  
Grow Minerfly UAV research service  
Data center consolidation / Cloud computing

## Threats

Staff turnover and inability to attract quality staff  
Inability to absorb future budget cuts

Inability to promote deserving staff

Inability to address staff performance concerns

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