Efficiency Efforts involving Information Technology Services

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Cost Savings and Cost Avoidance

Efficiency efforts can lead to immediate or longer-term **cost savings** – in which departments or ITS spend less for this purpose – or to **cost avoidance** – in which reengineering lets the University avoid costs that otherwise would have been necessary

Cost savings to departments	**Cost avoidance for University**	**Efficiency that will lead to cost savings or avoidance**
Voice services collaboration with NCSU	Network port reduction	Classroom technology restructuring
Managed print services	Network spares	

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Voice Services

Voice Services 100% user funded both before and after transferred to ITS in 1998

Since 2009, some departments have responded to budget cuts by reducing telephone budgets

As number of lines decreases, the challenge is to provide an enterprise-wide service with stable rates

Two-thirds of respondents to ITS survey indicated that phones, long distance and voicemail are "essential"

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Voice Services

Cost savings come from scale – ITS is creating scale through a managed services agreement with North Carolina State University

Annual rate reduction for UNCG departments is approximately **$350,000**

If users switch to lower-cost lines, total savings might be even higher

No adverse impact on service

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Network Port Reduction

UNCG's Network Refresh Plan (2006) initially envisioned $845K/year coming from the Chancellor's Reversion Plan — it hasn't been feasible to commit that amount.

The 2006 plan provided no funds for network growth, including refresh of network equipment in buildings added after 2006

Wired network consists of 620 switches and 31,768 network ports

Switches cost on average $7,245, excluding installation costs and account for more than half of total wired network budget

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Network Port Reduction

Since 2006, campus wireless and cell phone use ↑, desktop printers ↓, new options have reduced need for wired devices.

A port utilization survey determined that 47% of network ports are inactive.

Eliminating service to inactive ports would reduce the number of switches needed from 620 to 352, a 43% reduction

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Network Port Reduction

Cost avoidance due to eliminating inactive ports and network switches could be **$2 million** over 10 years

ITS is using a tool bi-annually to disable network ports not in use for the prior 6 months – started 9/1/14

No adverse impact on service

ITS to work with Facilities to revise service standard for faculty/staff networking & to provide for ITS review and approval of networking requests in new construction and renovations

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Network Spares

Since UNCG's network refresh plan was never fully funded, paying for maintenance agreements on all switches would have been costlier than UNCG could afford

Instead, ITS selectively purchased spare equipment so that, if a switch ceased working, it could be replaced immediately

Cost avoidance due to use of spares instead of maintenance agreements was approximately $400K/year between 2007-15, and is projected to be more than $100K/year in future years

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Managed Print Services

Designed to reduce printing costs, simplify management of printing services, promote environmental sustainability, and increase functionality for departments

Systel selected as a preferred vendor for managed print services

Systel owns printer and copiers, provides maintenance and consumables (except paper) and charges departments a per page cost

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Managed Print Services

The project team has met with 90% of campus. Of the groups that have received completed price proposals, 90% are now under MPS.

Campus-wide savings to departments estimated at 43% – $260K+/year (based on departments with completed price proposals)

Environmental benefits: reduction in number of printers (~50%) and associated electricity consumption, paper savings – two-sided printing is default – and guaranteed recycle program for recyclable materials

On-site Systel technician for printer maintenance and service has reduced UNCG staff call load, allowing redirection of ITS resources to other critical needs

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Print and Classroom

Managed Print is an initiative involving ITS & Business Affairs/Purchasing

Voice & Managed Print Services efficiency efforts mean savings ($350K and $260K+) for departments to use on high priority needs.

Classroom Technology is an initiative involving ITS & Academic Affairs. The Academic Learning Spaces Council was created by Provost Dana Dunn & includes faculty/staff from across the campus.

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Classroom Technology Restructuring

ITS took over responsibility for classroom technology in Fall 2014

ITS inherited $389,000 annual shortfall (previously covered with non-recurring funds)

At the same time, the classrooms need service enhancements – upgrade equipment from analog to digital, lecture capture

Conducted survey of faculty use of technology currently in classrooms and desired service enhancements

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Classroom Technology Restructuring

Past approach to providing classroom technology was one-size-fits-all, putting the same equipment in every classroom

Future approach will be to "right-size" classroom equipment, so that faculty members are teaching with the right kind of equipment for their teaching methods

"Tiering" to be fully implemented Fall 2016

Other ITS restructuring to reduce operating costs

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