

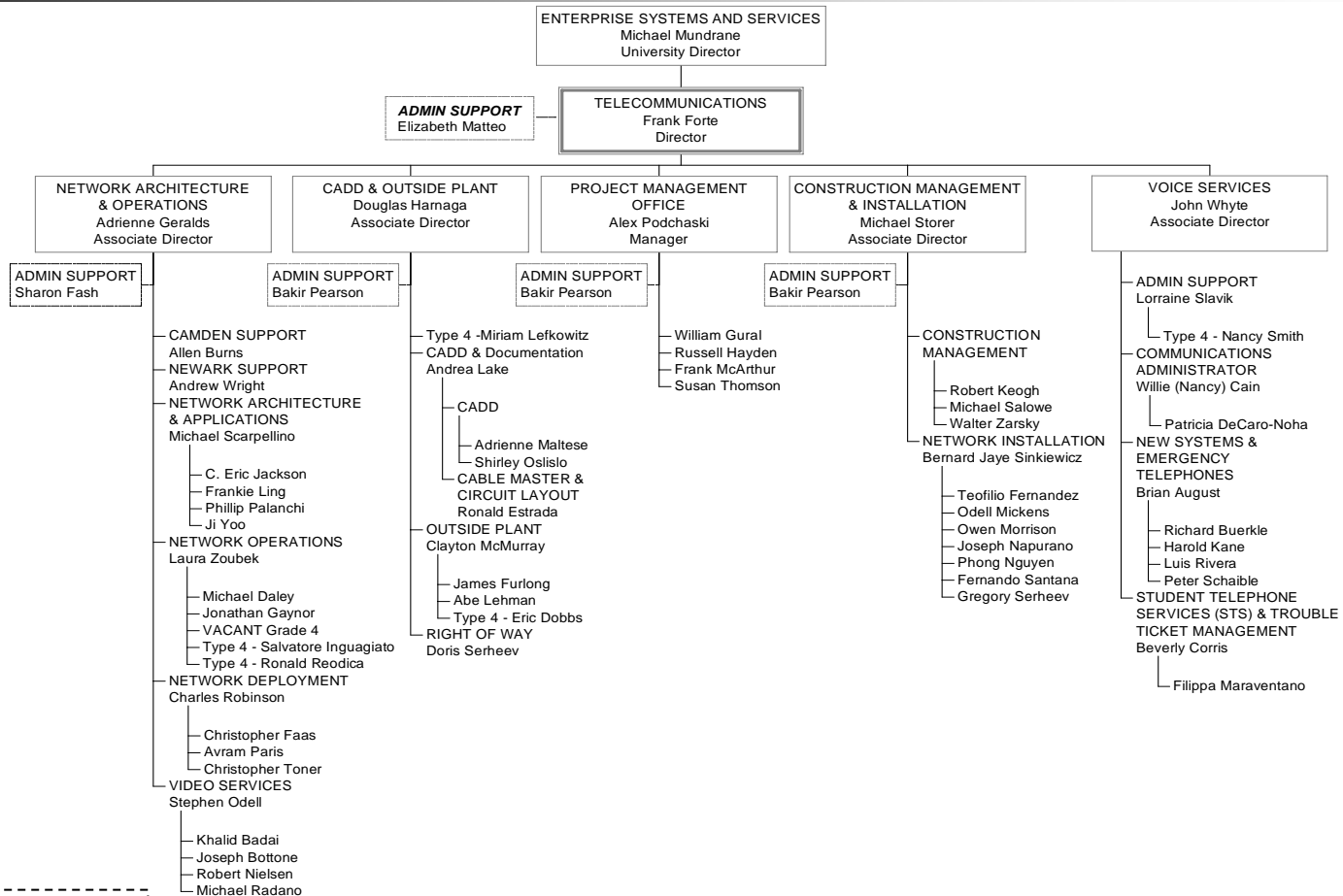


TD AII

Presented February 27, 2006

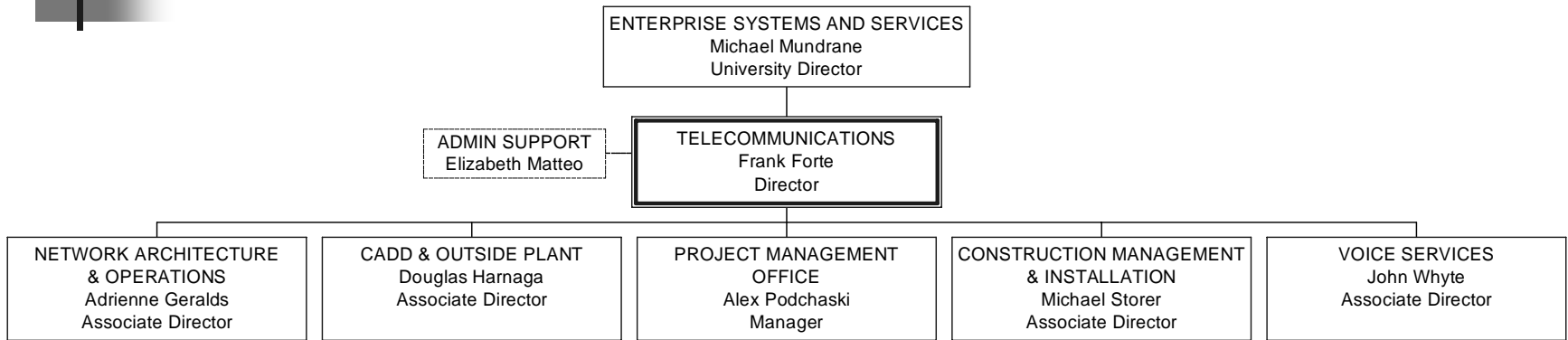
By Frank Forte, Director

Rutgers University, Office of Information Technology Enterprise Systems and Services, Telecommunications Division Organization Chart



Dual Reporting Relationship

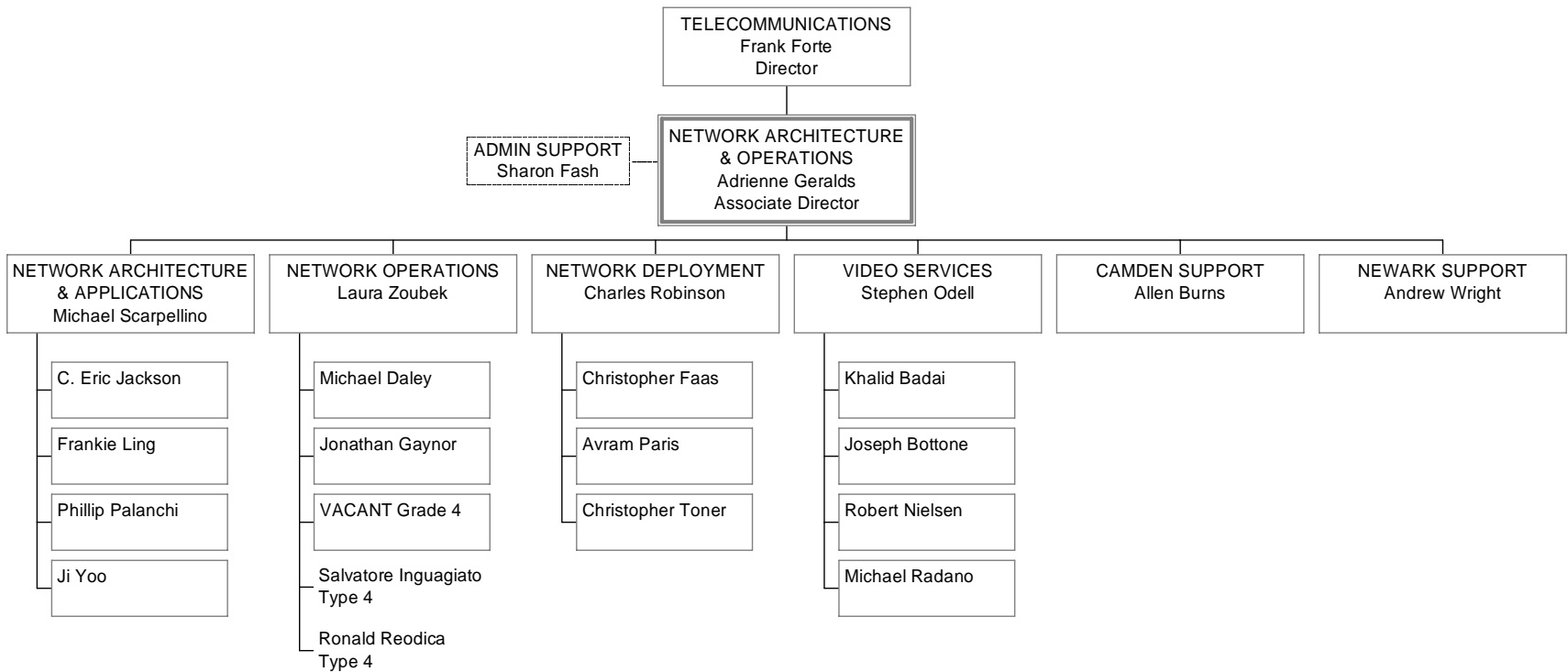
**Rutgers University, Office of Information Technology
Enterprise Systems and Services, Telecommunications Division
Organization Chart**



Dual Reporting Relationship

Rutgers University, Office of Information Technology
Enterprise Systems and Services, Telecommunications Division
Network Architecture and Operations
Organization Chart

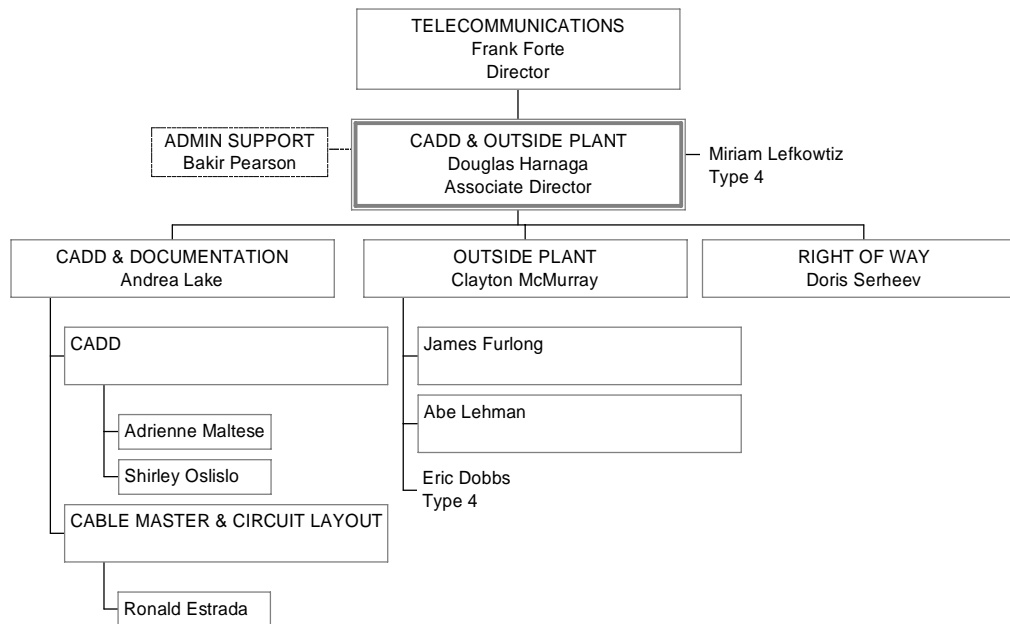
Network Architecture & Operations



Dual Reporting Relationship

Rutgers University, Office of Information Technology
Enterprise Systems and Services, Telecommunications Division
CADD and Outside Plant
Organization Chart

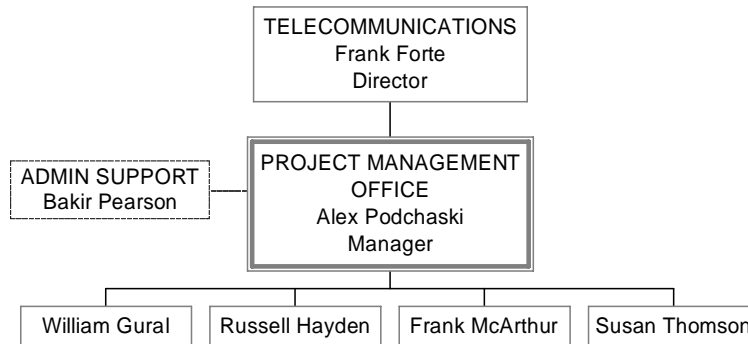
CADD and Outside Plant



Dual Reporting Relationship

Rutgers University, Office of Information Technology
Enterprise Systems and Services, Telecommunications Division
Project Management Office
Organization Chart

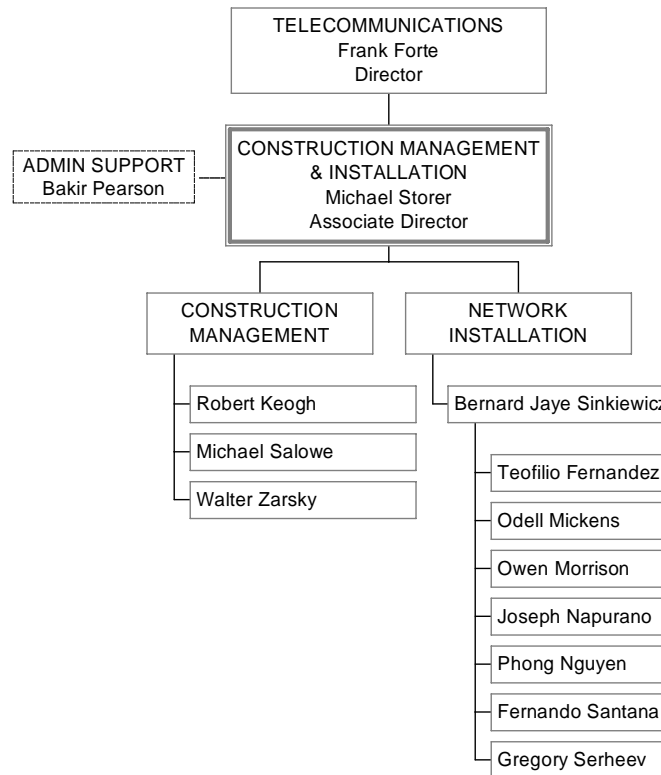
Project Management Office



Dual Reporting Relationship

Rutgers University, Office of Information Technology
Enterprise Systems and Services, Telecommunications Division
Construction Management and Installation
Organization Chart

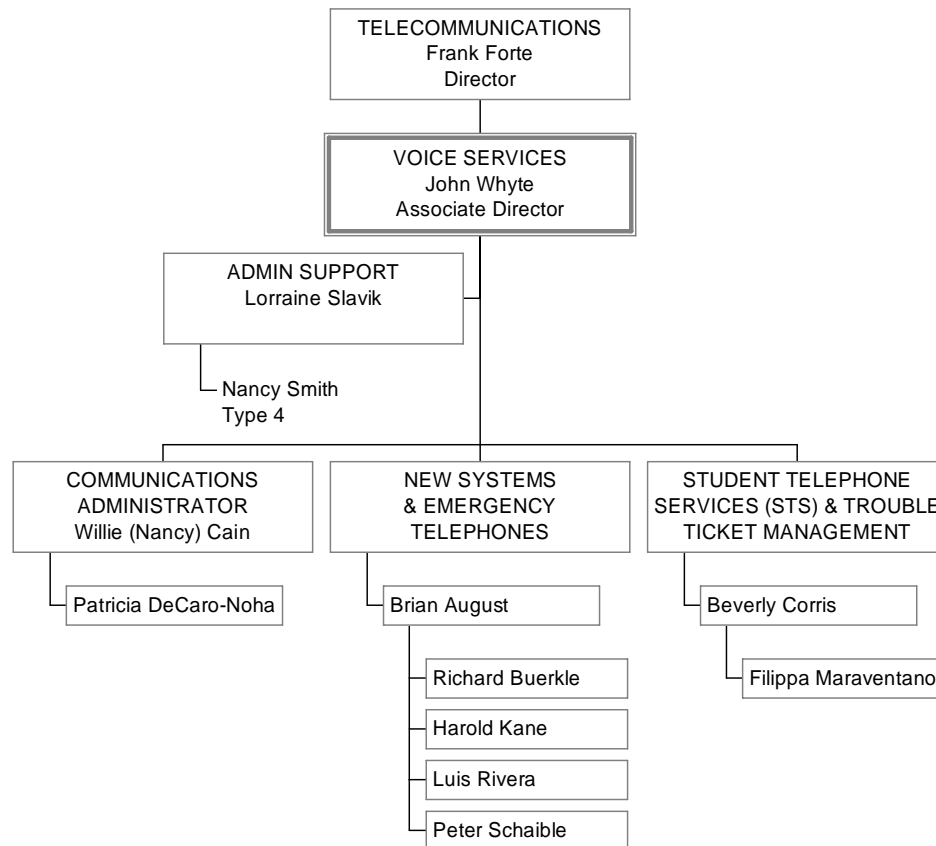
Construction Management and Installation



Dual Reporting Relationship

Rutgers University, Office of Information Technology
Enterprise Systems and Services, Telecommunications Division
Voice Services
Organization Chart

Voice Services





Organizational Changes

Why...

- Better suited to current environment
- Foster collaboration across TD
- Position ourselves for changing University climate
 - Smart Classrooms
 - More connectivity and information transfer
 - Growing and intelligent applications



Organizational Changes (Cont'd)

- Provide for “Managed Services” and create a niche for ourselves
- Move toward Service Level Agreements (SLA's)
- Deliver a better product and add value to the TD organization



Some Specifics

- Integrate Video and Network – good fit
- Voice collaboration imperative
- Develop innovative ways to harness technologies
- Becoming adaptable to convergence
- Preparation for VOIP and hybrid phone systems
- Cross develop skill sets for technology integration



Project Management Office (PMO)

- Focus all of TD through PMO
- Design review and formal mechanism to work projects “Everyone to the Table”
- More cooperation across disciplines – yields a better product
- Separate Project Management and Construction Management – better focus and accountability



Other Changes

- More attention to Cable Master and it's capabilities
- Circuit Layout function with full testing, verification, labeling and documentation
- Refinement of existing processes
 - Operational procedures
 - Change control
 - "Internal cooperation and knowledge sharing"
 - More reaching out to departments – good PR



Other Changes (Cont'd)

- Greater emphasis on network and application analysis
 - Traffic flow, loading, capacity planning, application usage, performance



Looking Ahead

- More convergence is inevitable
- We are building framework to succeed
 - Cross training and development
 - Focus on better procedures and processes
 - Strive for high quality, good output
 - Draw on expertise and strengths



Some Items for Thought

- Unified Voice architecture – phone systems
- Performance and monitoring tools
- Disaster recovery and business continuity
- Next generation RUNet – transparency
- Applications that add value
- VOIP – ESS wide – good trial project through process
- Technology incubator – foster innovation – expand participation



At a Crossroads

- Balance of new technology vs. existing infrastructure
- Wants vs. needs
- Blue sky vs. practical
- Departmental vs. University



Our Job

- Better utilization of existing infrastructure
- Deliver services leveraging technology
- Plan for the bigger picture while maintaining daily business
- Promote ourselves, services and capabilities to the University
- Becoming a high performance team



My 2 Cents

- Better cooperation within and external to TD
“Shed the Baggage”
- Think differently
- Quality and concern
- Strive to know the big picture while doing your job
 - Create value and good perception
 - Constantly learn: self train, take advantage of training, read industry material, take classes
 - Go outside of your comfort zone



My 2 Cents (Cont'd)

- Be professional
- Dress appropriately for the job
- Treat your staff and co-workers equally
 - No favoritism
 - No racism
- Act ethically



My 2 Cents (Cont'd)

- Strategic sourcing
- Off-shoring and outsourcing
- There are no entitlements
- This is a business