



Colleagues,

I write with an update on the progress of the IT Assessment project. BerryDunn has completed their assessment and data analysis of the current IT services in Business Affairs.

Your participation in this process was critical to the quality of the data they had to review, so thank you for sharing your feedback.

The research demonstrated the wide range of services we provide to the UNC Charlotte community. In total, Business Affairs supports 54 IT applications and service modules. This underscores the need for us to determine the best ways for the division to use its resources most efficiently.

BerryDunn's findings focus on 10 specific areas, ranging from data analytics to project planning and priority setting. Please visit the ITA website for a list and [explanation of all 10 areas](#).

The next step in this process is to determine recommendations for improvement in each of the identified areas. BerryDunn is working with the ITA advisory committee and working group to develop these recommendations.

They will be on campus again later this month to meet with the advisory committee and BA IT managers on service design and delivery management. I expect this visit to provide a lot of additional information to share with you about the project's progress.

In the meantime, please reach out to a member of the advisory committee if you have any questions.

Gratefully,

Beth

Elizabeth A. Hardin
Vice Chancellor for Business Affairs