



Colleagues,

I am pleased to tell you that we are wrapping up much of the work on the Business Affairs IT Assessment project (ITA).

You may recall we began this project in March 2016 to help us understand how the division could meet an increased demand for IT services and projects in time when [our needs are quickly outpacing our resources](#).

Over the past year, through the efforts of BerryDunn and many in Business Affairs, we have been able to achieve some important results.

- We have gained greater understanding of the importance of intentional service design, aligning our IT services with the vision, mission and size of UNC Charlotte. We have rededicated ourselves to defining clear service ownership and focusing on customer satisfaction.
- Many of the IT units in Business Affairs were reorganized under David Tobelman in Technical Operations and Planning. Additionally, Chris Kicinski, a business and technology application analyst, was hired to focus exclusively on Risk Management, Safety and Security projects. These changes allow us to clarify roles and responsibilities, and to strengthen coordination and communication among divisional IT resources.
- Through educational sessions, we developed standards for service design and a unified catalog. This not only helps us serve our customers better, it advances our readiness to adopt the University-wide IT Service Catalog currently in development in ITS.

I encourage you to take a few moments to review this [infographic by BerryDunn](#). It will give you a good summary of the project, including next steps.

BerryDunn will be on campus Monday, July 10, to join me in presenting an overview of this project to Cabinet. I believe our process can serve as a road map for other divisions that wish to undertake an IT assessment. We will also be meeting with IT employees in Business Affairs.

If you are interested in spending some time with BerryDunn team members while they are here to discuss the ITA, please respond to this email to let me know that. Make sure to reply no later than 10 a.m. on Friday, July 7.

Sincerely,

Beth

Elizabeth A. Hardin  
Vice Chancellor for Business Affairs