
ENKI CASE STUDY

INTERIM CTO

Overview

A multi-campus university with three distinct campuses, 6,300 students in 9 schools and colleges was having difficulties keeping their data center operational and did not have a clear picture of their network and hence security risks.

Problem

- Recently data center outage lasting 4 days.
- Two-week data center restart of all applications after restoring data center.
- Inability of leadership to get IT operations stability, reliability and performance information.
- Shrinking enrollment and campus spinoffs impacting IT budgets & operating improvements
- Increasing system outages.
- Increasing speed of device obsolesce (new devices brought in by students are faster).

Action

- Filled leadership gap with interim CTO.
- Initiated a quick IT Operational Assessment including business leadership interviews.
- Launched effort to quickly network & security patch updates to stabilize systems.
- Initiated an IT operational processes including change and problem management.
- Identified systemic issues and developed triage and longer-term remediation plans.
- Instituted security and operating performance metrics.
- Initiated formal IT Budgeting with Finance organization.

Outcome

- Reduced network patch backlog from 235 to 112 in three months (including new patches).
- Reduced security patch backlog from 167 to 125 in two months (including new patches).
- Found \$2,1 million in CapEx execution improvements.
- Identified \$2.5 million in potential IT contract savings.
- Created a new Enterprise IT project portfolio alignment initiative aligned with IT Strategy work.
- Improved system quality as measured by customer + student impact minutes by 30%.
- Tested, piloted, and participated in the launch of BYOD enablement and support center for students. Helped troubleshoot devices. Reduced security issues introduced by students (found 700 security threats in first 6 weeks of new school year on student devices).