

Evolution of UIS

→ Today is a **continuation** of that conversation – we will discuss how we will **evolve** our organizational structure to:

- meet** our community's **needs**
- fulfill **our mission**
- become an organization **better able** to handle the emerging technologies and challenges in front of us

→ We will use **existing UIS resources** to create the structures needed to facilitate this **collaboration, coordination, and automation**:

Increase the number of stakeholder-facing and support **resources**

+

Focus on adding project managers, expanding account manager program, and examine how we provide **tools and education** to increase stakeholder **self-service**

+

Create administrative structures to coordinate and align with pockets of **tech expertise** found across campus



Mission-Centered Throughout Evolution

What We Do

Provide the most efficient and effective tools and services to **support learning, research, and administration** at Georgetown

Unlocking Potential

Drive university-wide **transformation** by uniting people, data, and tech to **improve processes**

Strategic Focus

Move toward a truly **customer-centric** experience by being proactive, measurable, collaborative, and agile



Strategic Drivers for Change: *Why We Are Evolving*

01

Evolving for current and future needs

- Current organization was assembled across many years and designed to run **technology, systems and on-prem functions** which we no longer have or rely upon
- We must ensure we have the **structures and skills** needed to support the needed to support emerging technologies, capabilities and service expectations

02

Preparing for mergers and process centralization

- TESS, CETS, and IST are **joining** the UIS team
- We need the right structures and skills to welcome those functions while **maintaining and improving** the stakeholder experience
- Includes a whole **new vertical** of classroom and shared space support

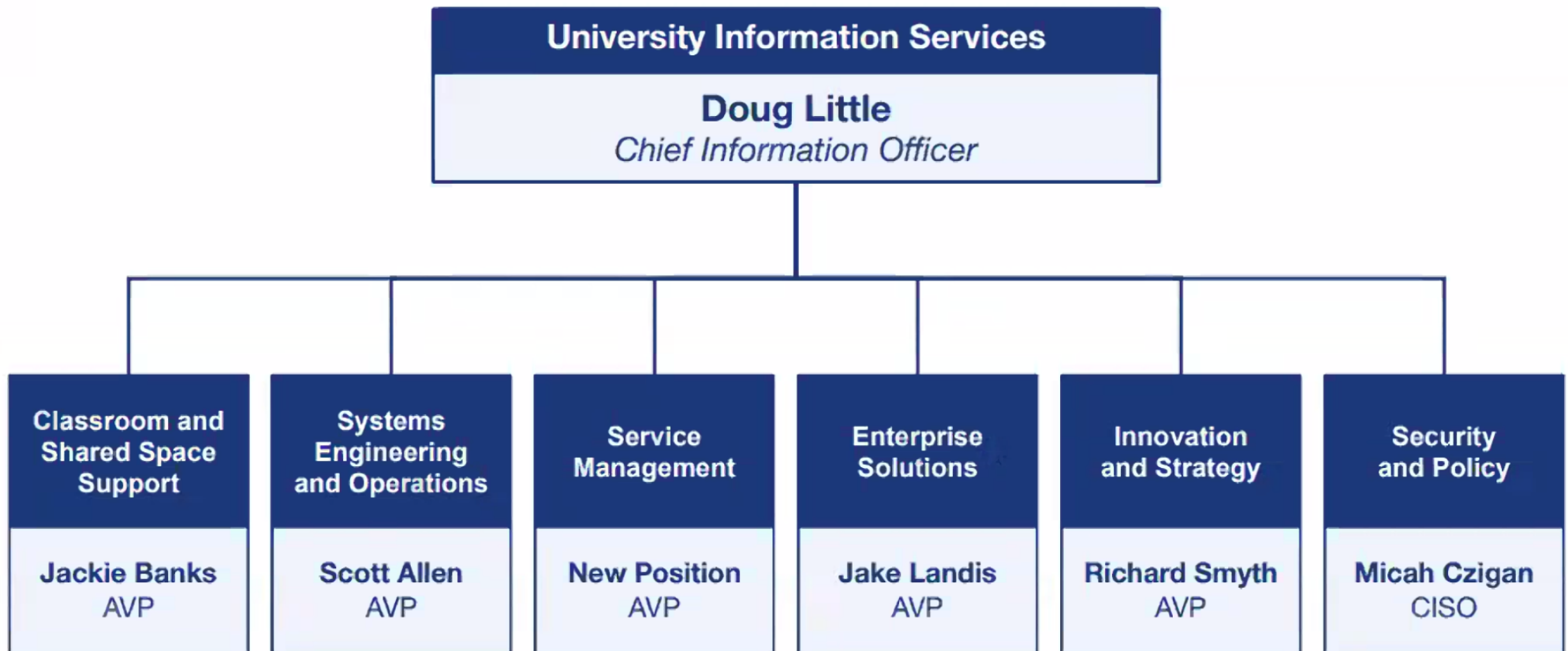
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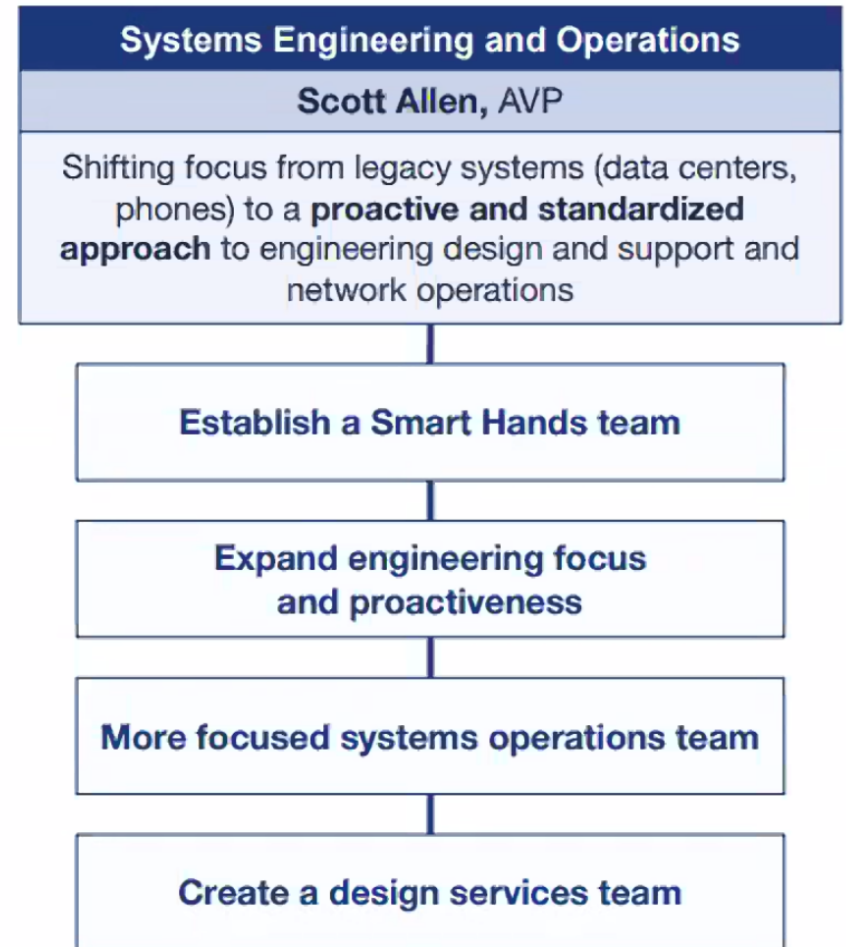
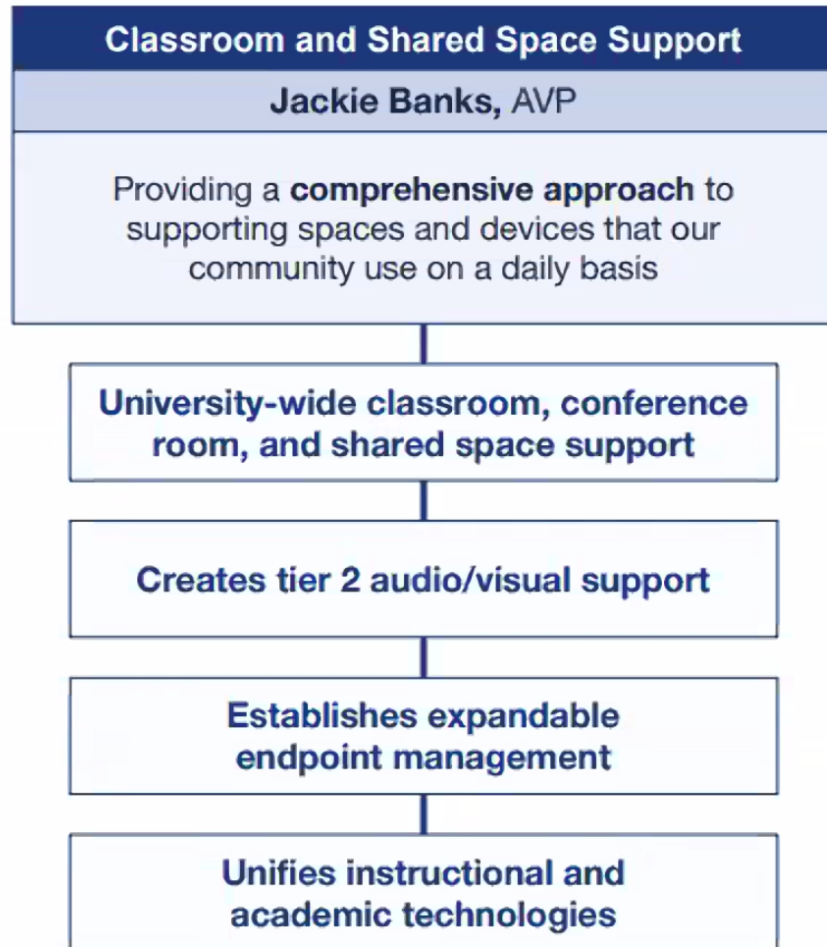
Becoming more customer-centric

- Along with focusing on how we deliver services to end users, we are reorganizing around **user needs and touchpoints**
- Grouping internal teams together in different ways to increase collaboration to allow us to **meet customer needs quicker**
- Increasing the number of positions devoted to front-end **customer interaction** and **strategic partnering**

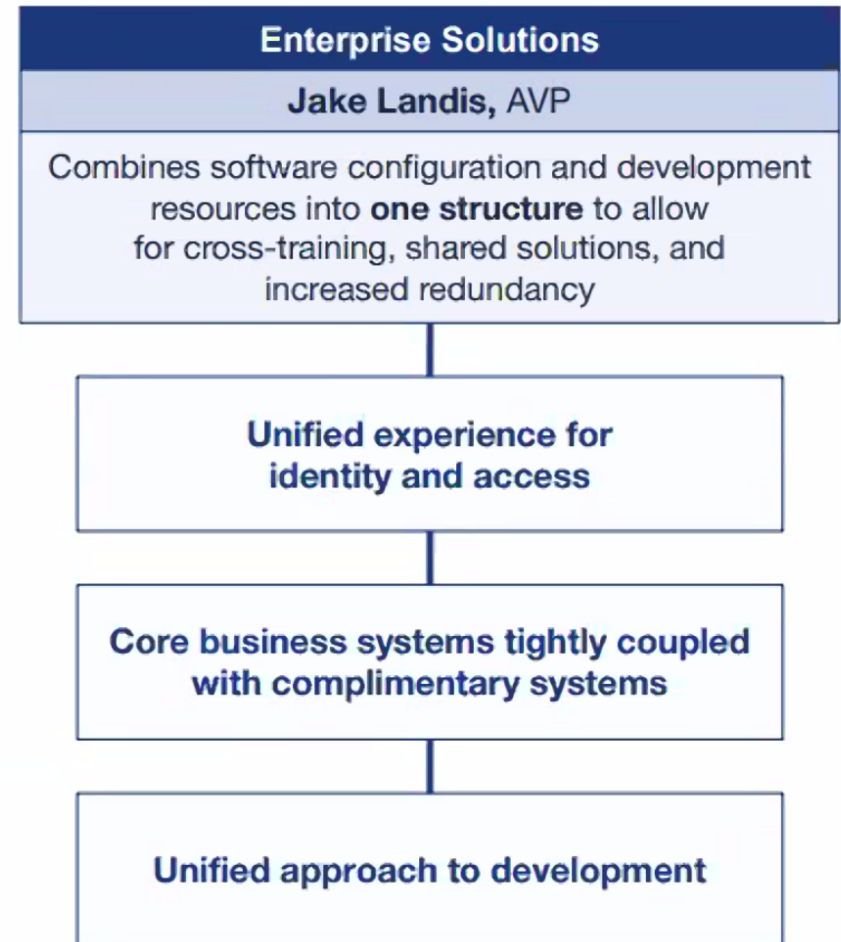
A New Organizational Structure: *What It Looks Like*



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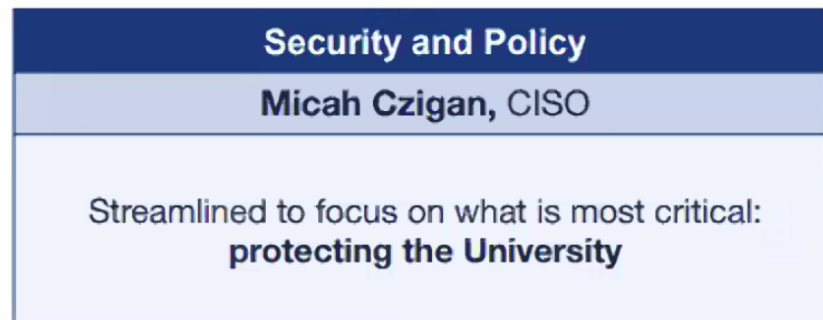


From account to
engagement management

Grow research services & AI
enablement

Expand portfolio and
project management

Intentional enterprise architecture



Focus on traditional
cybersecurity functions

Policy/Audit (CRM) and
Monitoring (SOC)

Strengthen separation of duties

On the Other Side: *What Are the Outcomes?*



- We are **standardizing processes and procedures** so work feels more predictable and consistent
- Allows us to **identify** multiple back-up layers to **prevent** single points of failure
- Enables us to **better support** the current and future needs of the **University community**



Position Impacts

→ Job Changes

- We looked at **every position** within the organization
- Some positions required no changes, some positions required updates, and some positions required repurposing to **meet current university needs**

No Changes

Employees with **no changes** to their current role or position description will receive confirmation of this status via email.

Updated Positions

Some team members will receive emails informing them of title, reporting, or position description changes that **do not exceed 50%** of their current position descriptions. These team members will **remain in their current positions** and these changes will take effect between today and June 1, 2026.

Repurposed Positions

Some team members will have duties and strategic requirement changes to their Position Descriptions. When the duties of a position change by over 50%, this is considered a new position under our HR processes which necessitates a search. These team members will remain in their current positions until June 1, 2026 and are **encouraged to apply** for new positions which will be posted on February 10, 2026 to the careers.georgetown.edu website.



The Road Ahead: *The Next 90 Days in UIS*

UIS Evolution Next Steps

Tue, Feb 10

UIS Future State Announcement

11:00a - 11:30a

- **All-Hands Meeting** led by CIO for UIS team members
- **Q+A** immediately to follow

11:30 - 12:30p

- Individual **notification emails** sent to each team member within an hour of the conclusion of All-Hands meeting

12:30 - 5:30p

- **Individual meetings** with leadership and HR for team members in repurposed positions

5:00p

- All open search positions will be posted at careers.georgetown.edu

Feb 11-13

Team Meetings

- **Group meetings** for AVPs and leadership to talk more specifically to teams
- Resume writing and interview preparation **workshops** take place

Feb 19

All-Hands Meeting

- Next scheduled UIS **All-Hands** meeting
- **Open forum** for questions and raising concerns

Feb 16 - Jun 01, 2026

Next 90 Days in UIS

- **Dedicated transition period** during which affected employees in repurposed positions will remain in their current roles while searches for new positions are conducted
- New organization fully takes effect in **June 2026**; other technology teams are merged with UIS and settle into the new structure

Closing Thoughts

→ Change: *Difficult, Yet Necessary*

This change allows us to ensure UIS is **well-positioned** to help our teaching, learning, research, and administrative functions **continue to thrive**.

→ Navigating Together

We will navigate this in the same way we have in the past - by working through it together with **open, honest, and respectful** dialogue.

