Art History Meets Ernst & Young
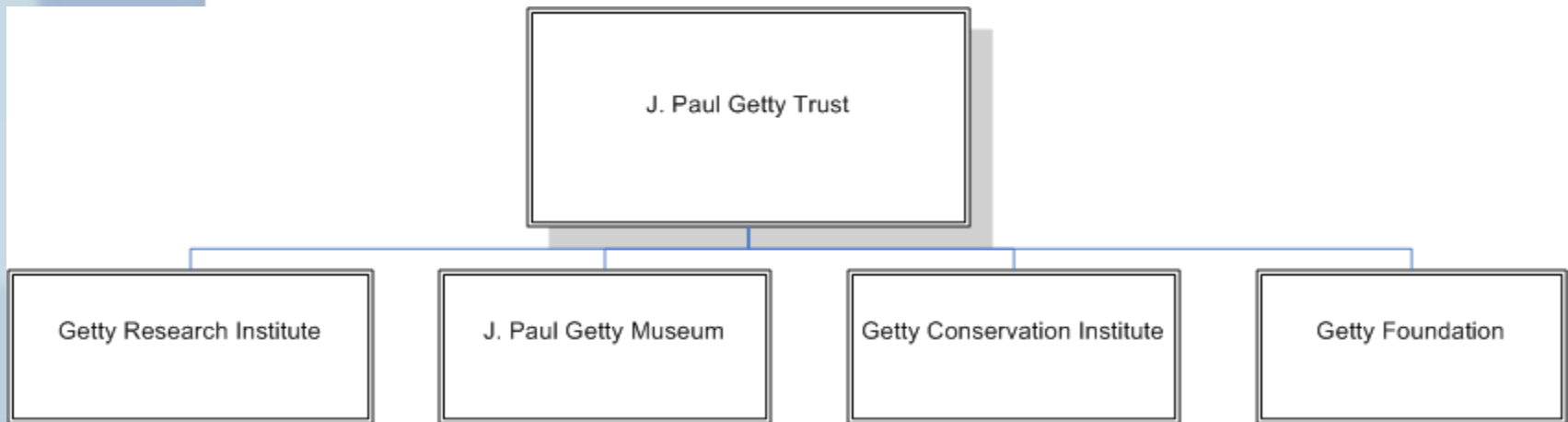
The Getty Research Institute collaboration with
J. Paul Getty Trust Information Technology Services

Joseph Shubitowski (jshubitowski@getty.edu)
Getty Research Institute
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Talking Points:

- Getty structure
- What we do, what they do, what they won't let us do
- Economies of scale
- Convergences
- Divergences
- Kumbaya

·Board of Trustees
·President and CEO
·CFO/COO
·Directors of each operating program

What We Do:

- Library/Digital library support and development
  - Voyager, DigiTool, MetaLib, DLXS, Archivist's Toolkit, Serials Solutions, Cuadra Star
  - Assorted locally written apps, tools, etc
- Support art history research
  - Scholar in residence
  - Research projects

What They Do:

- Infrastructure support
  - Servers, network (wired and wireless), desktops/laptops, phone system
- Business applications
  - Peoplesoft, HR, ERM, Email, Office productivity
- Program specific application support
  - Museum System (Oracle DBA support), GIFTS, Ticketing, DAM, Getty Vocabs (AAT, TGN, ULAN)
- Backup

What They Won't Let Us Do:

- Server procurement
- Server management
- Server backup
- Network management
- Storage management

Economies of Scale:

- Centralization is not always a bad thing
- More bang for the buck
- Access to bigger and better
- Let them do the drudge stuff!

Convergences:

- Servers
    - Centralized procurement and support contracts with Sun etc.
    - Virtualization at a scale we could not do ourselves

- Server management
    - Good Solaris/Linux management across platforms
    - Standardized patching of OS and Oracle

- Server backup
    - Large scale VTL and tape robots
    - Centralized policy management

Convergences (cont.):

- Network management
  - Domain and zone management, VPN support, large scale wireless
  - Less flexibility, less bandwidth, expensive
- Storage management
  - Generally storage available as we need it with sliding allocations
  - Access to multi-tiered storage
- Desktop support
  - Helpdesk support
  - Standardized OS images and policy management
  - Application push for upgrades

Divergences :

- Bureaucracy
  - Too much rigor, far too much paperwork, little flexibility
  - Top heavy – not enough "doers"
- Software /Application development
  - ITS *always* buy vs. build
  - Cautious/wary of open source
  - Monolithic waterfall development methodology
  - Preferences for Microsoft .NET architecture

Kumbaya :

- Getty-wide Resource Discovery
  - Spearheaded by Research Institute and Museum
  - Lucene/Solr and Java
  - Lack of skills in ITS
  - Agile iterative development
  - Total buy-in from CEO and Trustees

Thanks……

- jshubitowski@getty.edu