Art History Meets Ernst & Young

The Getty Research Institute collaboration with J. Paul Getty Trust Information Technology Services

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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......

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