The Hitachi Data Systems solution helped to move the Seoul National University Integrated Administrative Information System from partial optimization to full optimization.

Won-joon Lee
Leader of Informatization Department
Information-based Support Team
Seoul National University

Seoul National University

INDUSTRY
Education

SOLUTION
Enterprise Platform, Modular Platform, Virtualization

Hardware — Hitachi Virtual Storage Platform, Hitachi Adaptable Modular Storage 2100

Software — Hitachi Dynamic Provisioning, Hitachi Base Operating System, Hitachi Storage Navigator Modular 2

Services — Provided by Hitachi TrueNorth™ Partner Hyosung Information Systems
Hitachi Data Systems Helps Seoul National University Build an Integrated Administrative Information System

Seoul National University, which is celebrating its 65th anniversary, has been at the core of knowledge in Korea. To continue this legacy and see it into the future, the university developed a long-term development plan in 2007, with plans to invest in interdisciplinary research until 2015 to establish top-class research standards. The university also set up a vision of becoming a world-class research institute by 2025. To support these plans, Seoul National University relied on a solution based on Hitachi enterprise and modular storage and software.

End Users Wanted a Change in the IT Environment

Often times, IT environments in universities are said to be the intersection of modernity and deterioration. At Seoul National University, although students and professors could embrace the modern environment fairly quickly, actual IT infrastructure could not follow the pace. The reason was expense: building an information system infrastructure would cost more than the annual sales revenue of a medium-sized company.

To solve issues related to its deteriorated 10-year-old information system and to achieve its “Vision 2025,” Seoul National University began working on an information system development plan in 2009. In that year, when various smart devices were diffused into the market rapidly, expectations university members put on the information system increased dramatically. While in the past, the end users were led by IT, now those proactive technology adapters are leading innovation in the IT environment.

The university was challenged to convert its current administrative system in accounting and human resources (HR), which follows government office standards, into a system that follows corporate standards. With a goal to build “the best integrated administrative information system,” Seoul National University began work toward its 2-stage Integrated Administrative Information System in July 2011. The 1st stage involved rebuilding: the infrastructure system; the administrative system, which handled such areas as budgeting, accounting, human resources and payroll; and the electronic document management system.

Hitachi Provides Key Enterprise and Modular Storage

As of May 2011, there were more than 44,300 students, faculty members and researchers in using the Seoul National University information system. The university only partially optimized the IT system by adding and expanding its storage over the past few years. As a result, it experienced issues such as inconsistency of data among different departments and duplication of data caused by information silo effect. Therefore, the 1st stage of Seoul National University’s Integrated Administrative Information System focused on changing the current system from being partially optimized to fully optimized. Disaster recovery, record keeping and work continuity were also considered.

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For this purpose, Seoul National University chose Hitachi Virtual Storage Platform (VSP) and Hitachi Adaptable Modular Storage (AMS) 2100 for data integration and optimization. “Hitachi VSP storage is used as the main storage for administrative purposes for HR and accounting and applications for academic affairs administration. On the other hand, Hitachi AMS 2100 is used as the main storage for electronic documents and documentary evidence for accounting,” explained Lee.

**TrueNorth Partner Provides Technical Assistance and Issue Handling**

Hyosung not only supplied, but also provides support for the Hitachi Data Systems solution. Lee said, “Hyosung Information Systems has full understanding of the entire system, from server, storage and appliances to network. It was impressive that the company tried to solve problems from customer’s point of view with an open mind and passion.” He noted, “We have been using Hitachi Universal Storage Platform® VM, and have had comparably few maintenance issues.” Thus, the performance and stability of the previously deployed Hitachi storage influenced the choice of Hitachi again as the main storage of the university's Integrated Administrative Information System.

“In particular, Hyosung Information Systems provides differentiated technical support and maintenance service, compared to other vendors,” he added. “Since technical support was provided not by other distribution channels but by the actual provider of the system, service quality was more favorable.”

**End-User-Led IT System**

Seoul National University plans to complete the 1st stage of its Integrated Administrative Information System by August 31, 2012, and continue to rebuild its Academic Affairs Information System and Documentary Management System in the 2nd stage. The university plans to focus on maintenance and management, since the issue of disaster recovery is also involved.

“As far as I know, Seoul National University is the 1st in the nation to have phased deployment of its information system. Task Force Team (TFT), which is composed of staffs from different administrative departments, helped to build the optimal system despite the time limitation. If the project was led solely by the IT department as usual, we could have experienced many difficulties, such as schedule delay,” said Lee.

It could be said that the success factors for the Seoul National University information system, the foundation of the hopeful future of the university, are not only the efforts of the project leaders. End users, including faculty members, students and administrative officers, were also key contributors to the project.

**INTEGRATED ADMINISTRATIVE INFORMATION SYSTEM FEATURES**

The Hitachi storage-based solution for Seoul National University’s Integrated Administrative Information System supports the following capabilities:

- Moves system from partial optimization, caused by phased deployment of storage, to full optimization.
- Solves inconsistency and duplication of data among different departments caused by silo effect.
- Supports a next-generation environment; solution is designed, built and equipped with disaster recovery, document management system and data compliance capabilities.
- Builds end-user-centric IT paradigm by forming a TFT, composed of the actual users and departments involved.