Campus Engagement Report

Total staff support hours per week by service

- Help Desk: 871.1 hours, IS: 115, UB: 81
- Desktop support: 880 hours, IS: 65, UB: 104
- Business Applications: 319.1 hours, IS: 2, UB: 1
- Network Management: 636 hours, IS: 5, UB: 4, IS: 0.02
- Classroom & AV support: 276.4 hours, IS: 22, UB: 22
- Server/system administration: 369 hours, IS: 74, UB: 54
- Software & applications: 476.7 hours, IS: 80, UB: 33.5
- Websites: 331.5 hours, IS: 1
- Accounts & Access: 208 hours, IS: 3
- Information Security: 230 hours, IS: 1
- Lab management: 284.85 hours, IS: 10
- Telephone: 186.9 hours, IS: 3
- Email & Calendaring: 76 hours, IS: 2
- Printing: 249.85 hours, IS: 10
- Purchasing: 250.2 hours, IS: 11
- Equipment Checkout: 184.05 hours, IS: 2
- Teaching & Learning: 125 hours, IS: 5
- Educational technology consulting: 125 hours, IS: 8
- Data Center/server closet: 140 hours, IS: 10.5
- File Sharing: 30.8 hours, IS: 20
- Training: 43 hours, IS: 51
- Contracted services: 30.8 hours, IS: 20
- Storage: 20 hours, IS: 8
- Videoconferencing: 48 hours, IS: 2
- Knowledge management: 40 hours, IS: 20
- Data Back up: 140 hours, IS: 10.5
- Consulting/Project Admin: 62 hours, IS: 2
- Instant Messaging: 40 hours, IS: 20
- Digital Signage: 27.5 hours, IS: 2
- IT Strategic Planning: 17.4 hours, IS: 20

All other IT units: 20.5, UB: 4, IS: 0.02
Campus Engagement Report – Focus areas

• **Focus areas for today were chosen because:**
  
  • We can’t tackle all 30+ services in 2 days
  • High volume of resources spent across campus
  • Significant level of distribution
  • Expressed need for research support
Table Top Session 1: Help Desk and Desktop Support

Considering Help Desk and Desktop Support

At your table (30 min):
• Consider this service for the enterprise or a hybrid model
• Which do you think might create value?
• Challenges to overcome
  • Mitigating factors?
• Improvements we could achieve

Report out and questions by table (40 min)
Table Top Session 2: Storage and Backup

**Considering Storage and Backup**

At your table (30 min):

- Consider this service for the enterprise or a hybrid model
- Which do you think might create value?
- Challenges to overcome
  - Mitigating factors?
- Improvements we could achieve

Report out and questions by table (40 min)
Reconvene at 1:15 please 😊
Table Top Session 3: Websites

**Considering Websites – hosting, development, and design**

At your table (20 min): 3:00pm complete
- Consider this service for the enterprise or a hybrid model
  - Which do you think might create value?
  - Challenges to overcome
    - Mitigating factors?
  - Improvements we could achieve

Report out and questions by table (30 min)
Considering Business Applications – on prem and hosted

At your table (30 min):
• Consider this service CATEGORY for the enterprise or a hybrid model
  • Which do you think might create value?
  • Challenges to overcome
    • Mitigating factors?
  • Improvements we could achieve

Report out and questions by table (30 min)
Next Steps

• **Deliverables from Day 1:**
  • Creation of values list, incorporating feedback from the day
  • Creation of a list of principles for the project, incorporating values

• **Deliverables from Day 2:**
  • Assemble feedback for services (or category) considered
  • Create recommendation for services to consider for an enterprise or hybrid model

• **November Transform IT Steering Committee Meeting:**
  • Present recommendation for services to re-envision
  • Including proposed order/schedule
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
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<tbody>
<tr>
<td>Kyle Henley</td>
<td>VP Communications</td>
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<tr>
<td>Jamie Moffitt</td>
<td>VP Finance and Administration</td>
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<tr>
<td>Roger Thompson</td>
<td>VP Student Services and Enrollment Management</td>
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<tr>
<td>Angela Wilhelms</td>
<td>University Secretary &amp; Advisor to the President</td>
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<td>Interim Chief of Staff</td>
<td>Office of the Provost</td>
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<td>David Conover</td>
<td>VP Research &amp; Innovation</td>
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<td>Adriene Lim</td>
<td>Dean of Libraries</td>
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<tr>
<td>Juan-Carlos Molleda</td>
<td>Dean, School of Journalism &amp; Communication*</td>
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<tr>
<td>Sara Nutter</td>
<td>Dean, Lundquist College of Business*</td>
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<tr>
<td>Joe Sventek</td>
<td>Department Head, Professor. Department of Computer and Information Science</td>
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<tr>
<td>Ben Brinkley</td>
<td>IT Director CAS IT**</td>
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<td>One student employee</td>
<td>(to be named)</td>
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<td>One IT employee</td>
<td>(to be named)</td>
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* These members will rotate with other deans every nine months.

** This member will rotate with other IT directors every six months. The IT directors from College of Design, School of Journalism and Communication, and School of Music and Dance are not eligible to serve in this role.
•THANK YOU!