This organizational design aims to provide User Support Services on both a geographic and functional basis. One team, the USS Service Desk, will provide contact center support to all students and employees, while three USS Support teams will provide technical assistance to academic and administrative units; two teams have been assigned to cover units with an academic mission, and one will provide support to units with an administrative mission.

The Enterprise Device Management team is new to the university. The EDM team will perform the work needed to manage campus computing end points—desktop and laptop computers, primarily—used by employees in their offices and by students in computer labs across campus. The EDM team will manage the full lifecycle of technology, from purchase to management to disposal. The team includes hardware purchasing and enterprise software licensing.

The organizational chart employs color coding to indicate how roles will be filled:

- White and blue roles will be filled through direct appointments of existing IT employees
- Green roles will be filled through internal-only job searches
- Dark orange roles will be filled through searches that are currently under way
- Light orange roles will be filled through hiring new staff, though funding is dependent on future funding requests

The process used to develop this organizational design has been iterative, and it is expected that this design will need additional modifications in the future to optimize the design for service delivery.

This organizational design incorporates the following principles:

- All of the following conditions are required to include an employee in User Support Services Implementation planning:
  - The employee works in an IT-focused role,
  - The employee reports spending 50 percent or more of their time performing work that falls within USS, and
  - General funds account for the majority of the employee’s salary and OPE.
- An IT employee’s current geographic scope of support and subject matter expertise has been accounted for. The organizational design aims to position IT staff so they continue supporting their current customers to leverage existing work relationships and knowledge of department needs.

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1 User Support Services is comprised of desktop support, help desk (includes phone and chat support), account and access management (includes password changes), device and computer lab management, classroom technology support, and knowledge management.
• The goal for the number of direct reports to a manager is 8:1.
• The goal for the number of customers to IT support staff is 200:1 except in situations where a unit has a higher-than-average number of employees, and those employees make fewer than average support requests.
• For each support team, effort has been made to keep the geographical coverage sensible. For example, this design proposes that the same IT staff support College of Education and the School of Music and Dance.