

# PROGRESS REPORT

**Working Group Name:** Consolidate Information Technology

**Working Group #:** 35

**Chair:** Ed Pierson

**Date:** April 18, 2022

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## **Update on Actions Taken Since Last Report:**

The Working group continues to meet as a collective team. We have divided up into 4 sub teams.

- Sub Team 1 – Identify commodity IT services that could be the first areas to be consolidated. The characteristics developed for each category were based on four central issues:
  - Usage** – How many people need this service or are currently using this service?
  - Funding** – At what level is it most cost effective to fund these services?
  - Management** – At what level is it most effective to manage these services?
  - Customer Service** – How will customer service be impacted?
- Sub Team 2 – Academic support outcomes that need to be our priority in designing the new organizations. The focus of this sub team is to identify the requirements from an Academic outcome through the use of a Faculty survey. The data has been received and is undergoing a review
- Sub Team 3 – Research support outcomes that need to be our priority in designing the new organization. A survey was conducted in working with the CPI and over 160 responses were received. The data is being reviewed to establish the priority of the different services that would provide the greatest value to the Research community.
- Sub Team 4 – Student, IT Staff, and faculty support outcomes. This sub team is working with other working groups to identify the skills training that are needed, how to implement an employee focused cross training program and how to develop and implement a mentoring program. There will be recommendations for follow up work to be completed as the transition to central services are completed.

## **Next Major Issue to be Addressed:**

Each of the sub teams are meeting 1-2 times per week and doing a report out to the main working group. We expect most of the sub team reports to be ready for review by the main group by the third week of April. Once the sub team reports are completed, we will write up an executive summary report and submit all 5 documents for review by the SIC.

## **Problems or Barriers Encountered and Solutions Identified:**

Shortages of staffing within the IT teams will limit the availability of staff to build the new infrastructure needed to consolidate services. With all the customer groups being impacted the demands on the existing IT teams to assist in reorganizational efforts and to deal with the number of office relocations will impact the ability to focus on IT restructuring. We will need to fill a

large number of the existing openings to ensure that we have enough staff to handle the new and existing workloads.

**Deliverables Completed:**

In process but not completed.

**Timeline for Completion of Remaining Deliverables:**

- Identify the best options for early consolidation: May 10<sup>th</sup>
- Identify the infrastructure and support team support needed by the Academic groups: May 10<sup>th</sup>
- Identify the infrastructure and support team support needed by the Research groups: May 10<sup>th</sup>
- Define the key elements to support our IT staff career planning: May 10<sup>th</sup>