



## 29b – Realign UITS Support Structures

### Action Item Template Response

#### General Action Item Information

Lead Division/Office: Communication and Support

Action Item Number: 29b

Action Item Short Name: Realign UITS Support Structures

Dependencies with other EP Action Items: 22b

Implementation leader (name & email): Bob Flynn ([reflynn@indiana.edu](mailto:reflynn@indiana.edu)), Momi Ford ([moford@indiana.edu](mailto:moford@indiana.edu)), Todd Herring ([therring@iupui.edu](mailto:therring@iupui.edu)), Jim Kippenbrock ([jkippenb@iupui.edu](mailto:jkippenb@iupui.edu))

Senior Manager: Duane Schau ([dschau@iu.edu](mailto:dschau@iu.edu))

#### I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

To promote innovation and operational effectiveness we propose consolidating, repurposing, and redirecting IU's IT support resources. New models are needed that deliver exceptional customer service that embodies trust.

1. Repurposing and redirecting current central leveraged support services model.

Develop an "above the campus" support services environment including Application as a Service, Desktop as a Service, and an iTunes-like virtual application store, delivering virtual solutions anytime, anywhere, to any authorized user, thus bypassing the application installation process.

##### *Staffing Considerations*

Repurpose existing UITS staff to deliver new, leading services to include cross-collaboration with edge units.

2. Create Service Center Support group to deliver dispatch services and coordinate desktop and development and commodity services for non-central units. Combine UITS LSP services with PTI LSP services to leverage resources.

##### *Staffing Considerations*

Repurpose existing UITS staff to deliver new, leading services to include cross-collaboration with edge units.

3. Establish clear and identifiable governance roles and decision rights for university IT professionals to enact shared strategic decisions.

## **II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?**

New policies, practices, and standards are necessary to manage in a highly collaborative environment.

## **III. IDENTIFY STAKEHOLDERS.**

- CIOs
- Deans
- IT managers
- Non-support IT professionals
- IT deans (IUPUI)
- Faculty Council IT subcommittees
- IT staff and professionals
- Student government and IT-related student groups