

## 29c – Establish Frontline Services Model

### Action Item Template Response

#### General Action Item Information

Lead Division/Office: Communication and Support

Action Item Number: 29c

Action Item Short Name: Establish Frontline Services Model

Dependencies with other EP Action Items: 7, 11, 12, 13, 21, 22, 23, 40

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

A core goal of community engagement is to accelerate the delivery of value outcomes for leveraged services. As more services are provisioned centrally and units leverage them, resources are freed for innovation for research, teaching, and administration.

Partnering with new UITS resources like HELPnet, LSP services, and school and departmental IT leadership, organize and deliver new services that measurably simplify technology overhead, making possible greater innovation for the core missions of research and teaching. Newly proposed services include:

- Above the campus
  - Cloud-based application store
  - Cloud-based delivery of desktop as a service (DaaS)
  - Cloud-based delivery of applications as a service (AaaS)
- Commodity Services Group
  - Desktop services
  - File and print services
  - Virtual server administration
- IT Staff Augmentation
  - Desktop
  - Server administration
  - Application development
- Static Services Group
  - Server administration
  - Services group
    - PGP
    - Footprints

- Others
- Dynamic Client Services
  - Migration services
    - Onetime migration campaigns
    - Audits

## **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.**

- UITS service owners
- OVPIT leadership
- IU IT professionals
- Decision-makers in administrative and academic units
- Student government and IT-related student groups