IT Operational Oversight Committee

Review and assess faculty IT service level expectations

November 11, 2011

**Project Title** – Review and assess faculty IT service level expectations

**Project Team** – James Daniel, Associate Professor Department of Nutrition Science; Doug Foster, Executive Director of Enterprise Applications, ITaP; Marshall Martin, Senior Associate Director ARP and Assistant Dean, College of Agriculture; George McCabe, Associate Dean for Academic Affairs, College of Science; Pat Smoker, Director of Agriculture Information Technology, College of Agriculture; Kevin Vedder Director Human Resources Center

**Executive Summary** – Recommendations include general items (9), specific needs (11), and other issues (3).

**Alternatives Considered** – We briefly discussed IT support for computers, electronic devices, and software for faculty, staff, and household members. The committee unanimously agreed that it is not appropriate for Purdueto provide such support.

**Recommendations:**

The primary role of the institutional IT organizations is to provide support towards innovation in and optimal leveraging of information technology toward its teaching, research and engagement missions. To this end, every effort should be made increase the level of IT investment in the academic areas where this work is realized. Developing new technologies in these primary lines of business should be the focus. As our CIO, Gerry McCartney puts it, “...we need innovation where innovation matters, standardization everywhere else.” IT should seek to add value in research and teaching while standardizing towards lower cost of basic IT support services. In practice, we believe it will be important that an increasing percentage of IT effort be focused on transformative solutions for the core mission of the institution, while decreasing the cost of standardized IT commodities delivery through efficiencies. It is within this context that the committee makes the following recommendations.

**General**

1. IT support for hardware should be limited to equipment owned by Purdue.
2. Exceptions to item 1 for personally owned equipment would include
   a. Ability to download antivirus and other security software
   b. Connection to email and other servers at Purdue
3. IT support is limited to the professional needs of the faculty member.
4. Routine service tasks, such as maintenance of desktop software, should be performed at the highest level possible, generally at the College level or by ITaP. Note that the definition of routine will change over time and the collection of tasks in this category should be reviewed periodically.
5. A higher level of support should be provided to meet the start-up needs of new faculty. After a period of three years, the expectation should be the same as for all faculty members.
6. Needs for teaching and for research should be viewed separately. Teaching needs within the classroom should be transformed into routine tasks as much as possible, while facilitating and supporting innovation for specialized and/or emerging needs within the teaching effort.

Research needs will require more individual attention requiring more localized and specialized...
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support. Classrooms should be equipped similarly to minimize difficulties in moving among
different venues on campus.
7. Unique needs within departments should be addressed within departments or colleges.
8. A 911-type emergency service should be available to all faculty members. The types of requests
should be monitored and reviewed periodically. Clusters of particular requests should be
identified and assessed as to whether there are better ways to meet these needs. This could
include an emergency on-call support model, emergency self-service capabilities, such as a
searchable frequently asked questions, etc.
9. Resources that would help faculty to deal with routine IT service needs on their own should be
expanded. Examples include ITaP’s Gold Answers, FAQs, and short courses.

Specific items that should be supported by virtue of faculty appointment

1. Web pages. General web pages in a standard format should be provided with a link to personal
web pages that are the responsibility of the faculty member.
2. Assistance with developing and costing IT needs within proposals
3. Advice on purchases of IT equipment.
4. Help with purchase of replacement parts
5. Installation of new IT equipment and software
6. Resolution of hardware problems in a timely and efficient manner.
7. Resolution of software problems in a timely and efficient manner.
8. Assistance with other job-related IT issues such as
   a. Interacting with NIH, NSF, and other funding agency websites
   b. Writing of facilities statements for grant proposals
   c. Developing security plans for projects that involve sensitive data
   d. Researching and testing new software
9. Limited assistance with advice regarding selection of algorithms and writing small amounts of
code
10. Assistance with sending old equipment to salvage
11. Maintenance of security on all operating systems and networks
12. Backups

Other issues

1. Administrative access to desktops and other platforms. Under what conditions should faculty
   members have long-term or short-term administrative access?
2. When candidates interview for faculty positions, they should meet with IT service providers who
   would discuss how their needs would be met. We should use our IT capability as a recruiting
   tool.
3. Faculty research and teaching needs require innovation, creative use of existing and emerging
   technology. IT support should be a partner in this mission whenever possible.
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**Impact Assessment (if known)**

- **Key stakeholders** – Faculty and IT service providers
- **Impact on stakeholders** – More clarity in expectations for both faculty and IT service providers
- **Identify assumptions** – Faculty need to have IT services to perform their jobs effectively
- **Risks associated with the recommendation** – None identified
- **Identify organizational units responsible for implementation** – ITaP, college and departmental IT service units

**Timeline** – Where applicable, include target effective date, recommended phases and/or implementation dates for major milestones.

**Cost Savings** – Some cost savings may be realized by consolidating sources of IT service and the elimination of duplication of effort

**Resource Requirements** – No new staff or resources are needed