ITS Staff Transition

SMT & DL Working Session

April 26, 2006
Today’s Goal

Complete the allocation of staff to ITS organization units

- All staff resources accounted for and final assignments made.
- Agree and confirm the overall allocation of FTEs
## Agenda

<table>
<thead>
<tr>
<th>Topic</th>
<th>Planned Timing</th>
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<tbody>
<tr>
<td>Review and complete staff assignments</td>
<td>9:00am – 11:00am</td>
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<tr>
<td>Construct “Campus Statement”</td>
<td>11:00am – 11:30am</td>
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<tr>
<td>Summarize Action Items</td>
<td>11:30am – 12:00pm</td>
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Principles

1. We will take an overall ITS/Campus view of outcomes
   - The allocation will reflect overall campus priorities
   - Maximize value of IT to the campus

2. Each of us has a professional responsibility to state whether we can truly commit to providing the IT Services we describe in the catalog in a robust manner
   - It is not a failure to say that we cannot provide a service/service level

3. The ultimate responsibility and accountability for making the necessary trade-off decisions lies with this group.

4. Everyone on the ITS organization chart has a place in ITS; this group is collectively accountable for finding the optimal assignment of every individual.

5. We will collectively manage our customer expectations around our final resource allocation scheme.
Next Steps

Develop specific transition plans for each ITS staff member

- Begin staff reassignments by July, 2006
- Complete training and re-orientation in time for Fall Quarter
“Process Driven” ITS Organization:

- Has repeatable, agile, documented processes for IT Service Delivery and Management (Based on the ITIL Framework)
- Demonstrates a commitment to continuous process improvement
- Has clear division of roles, responsibilities and authority
- Is viewed as one seamless organization from the customer experience point of view
- Can accurately measure and monitor process performance and service levels

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