Applications Solutions

IT Transformation Phase III
Services and Staff

May 22, 2006
What we do: Customer Viewpoint

“My current system is inadequate.

“I need a system to do X...”

“I need a website to...”

Application
Solutions Services

Academic Support Systems Advisory Service (I have a system need, but I’m not sure what it is)
Academic Support Systems Selection and Development
Application Portfolio Management and Support
Web Publishing (today templates, future content management)
Web Site Evaluation, Development and Maintenance (consulting)

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What we do: Service Provider Viewpoint

• Provide consulting for application and web site selection, development, implementation, support, and maintenance
• Manage software development according to best practices and UC policy guidelines
• Provide a common infrastructure to manage applications (source code control, configuration control, software licensing, asset management)
• Ensure that applications are maintained in a stable environment including vendor-supported software and hardware platforms
• Provide a team to support applications with at least one primary and one backup
What we do: Scope

• We support applications and web sites which share these characteristics:
  – The application supports an academic support/business function
  – The application is used by more than one person or supports a critical business function
  – The application is on a server (or should be)
  – The web site is for a unit, e.g., department, division or at the campus-wide level
AS Services

• Services are global
• Specific application or web projects may be global or local, depending on whether an application or web project is intended to benefit a single division or unit, or the broader campus community.
• In addition, we offer a fee-for-service model for those projects which did not rise to a sufficient priority level to garner core funded resources.
AS Services (cont’d)

• Core funded services include:
  – Enterprise Apps – e.g. AIS, FIS, DWH
  – ITC/CSAC Initiatives – application/web projects which come out of the campus governance process
  – Business systems consulting, e.g., systems analysis, application assessment and consulting
  – Web services – web site consulting, web/content management templates, tools, instruction and setup
  – FileMaker services (up to 4 hours)
AS Services (cont’d)

Examples of services that may have fees:

– Database administration and hosting
– Application hosting, e.g., biobibnet
– New application development
– Purchase/implement new applications
– Web site development/maintenance > 4 hours
– Maintain existing applications
Day 1 (July 1, 2006)

• Based on the current state of the roster and conversations with DLs, on Day 1, global services/application and web support will be provided to all divisions, some of the services may be subject to fees
AS Transition Staff a/o 4/26/06
Total People = 16  Total FTE = 14.95

- Arts - 1
- Engineering - 0
- Humanities - 0
- Physical & Biological Sciences - 2
- Social Sciences – 2 (1.5 FTE)
- Library - 0
- BAS - 1
- EVC - 1
- Student Affairs – 7 (6.45 FTE)
- University Ext. - 0
- Univ. Rel. - 2 (ADFS/enterprise)
- UNEX - 0

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Applications Solutions Units

Enterprise Applications & Database Administration
(32 FTE)

Departmental Applications & Web Services
(23.45 FTE)

May 22, 2006
Dept Apps – Web Services
Org. Model

Core Team
Global Services
(6 FTE)

Chancellor/EVC
Team
(1 FTE)*

Academic Division Team
(4.5 FTE)

Student Affairs
Team
(6.45 FTE)

BAS
(1 FTE)*

* Note – Does not include Enterprise App. Staff

May 22, 2006
Summary/Conclusions

• Services and service levels will be bounded by incoming FTE levels, and campus and divisional governance processes
• With fewer application developers, new/global projects will require more new FTE or take longer
• AS will provide support for all academic divisions. Given that only the Arts, PBSci and Soc. Sci. are contributing FTE to AS, service levels may decline for some divisions. Effective governance processes will be critical. Also, we may need concurrence from asst. deans and deans that this model is acceptable.
• At least initially, applications support for the Library and UNEX will be provided by LITS