

DTS Wednesday Lunch Meeting Minutes

2004 Distributed Technology Support Constituent Group Main Meeting

Wednesday, October 20th 12:40pm to 2:10pm

Introduction / History – How did this group get started and evolve.

Housekeeping

- 1) Pass the attendance sheet
- 2) Collective Recording Secretary
- 3) If you're not on the listserv, sign yourself up (or put a star next to your names and I'll send you the link). If you know someone who may be interested, encourage them to sign up.
- 4) Our web page, collective resources, effective practices
- 5) EDUCAUSE's new web page
- 6) Other CG's
- 7) 2005 – Orlando. With the topics being discussed today, there are sure to be proposals that come from this. Let's work together, I'm willing to work on projects.
- 8) EDUCAUSE Catalog – excellent resource
- 9) Rate the presenters and make sure to provide feedback on these CG meetings
- 10) Jane N. Ryland Fellowships
- 11) Editorial committee is always looking for submissions.
- 12) Group note taker

What is DTS?

Break out Group

- 1) Central to Distributed to Central
- 2) The Success Triad – Communication, Relationship, & Trust
- 3) State of Support Overall

Group Reports - each group to summarize what they discussed

Break out groups:

Using Central IT staff as Backup to Distributed Staffs:

Some colleges were able to do this, some were not due to time restraints. ND and GT were able to provide backup support and that proves to be the backbone of success.

Management:

Everyone faces the same management issue, and with larger distributed staffs it becomes even more of a challenge. Some distributed staff have an on site manager, some have only one central IT manager, and some have a combination of both - an on site manager for daily tasks, and a central IT manager for more strategic issues and to facilitate communication.

Communication and Coordination

BYU, ND, and GT have monthly staff meetings with all distributed staffs. In addition, BYU has a number of retreats to talk about "best practices". BYU also has advisory group meetings that are run by the distributed staffs, including setting the agenda. ND has monthly Town Hall Meetings for all IT support staffs.

BYU has implemented a \$40/month/workstation model for departments not able to hire their own support staffs. It has been in existence for 3 years and is successful.

All agreed that a process is needed for implementing projects campus wide.

All agreed that communication is an issue for everyone, how does central IT communicate with campus?

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Breakout groups: Mine was state of Support

Intros: 1) Tiers 1 and 2 not working very well. Small branch supporting faculty, staff, and students. 2) Vanderbilt: Tiered system that mostly works. New leadership looking at ITIL, Commodity services, 3) NE - centralized, partner in colleges and departments. working on centralization, some schools do their own thing, working on distributed setting up a single point of contact. 4) Kate (also Vanderbilt)- ISCO- shared services - Gartner. Centralized model with exceptions, commodity, ITIL, 5) Baylor, 1 distributed unit, central communicaitons liaison improving responsiveness, Ken: working on boundaries, moving in both central and decentral directions.

Ken: asks for input from all

Proactive vs. Reactive.

Tie in all stakeholders

Structure in which to communicate

Arrogance must go

Customer focus

Juggle limited resources

IT support providers have 'grown up'

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DTS Luncheon

10/20/04

Group Notes – Brian “Vis” Viscuso

Group was equally represented; 4 Central IT/4 Distributive

Issues for Decentralized Units:

- ◆ They feel ignored by Central IT for their local support needs (ie. Linux)
- ◆ They are building and developing specialized IT skills needed for their support areas that central IT can't/won't provide.

Central IT Services: (from a Central point of view)

- ◆ Tend to have larger, well defined focus on institutional critical applications (network, email, administration)
- ◆ Often times established guidelines are in place from an organization level, but nothing allows for centralized governance.

Concensus Input:

- ◆ The need to have unified goal(s) from the top university administrators
 - o President and/or Provost
 - o CIO
 - o Funding is the primary motivator and detractor for getting things done cooperatively. Subsequently, with money being equal to power (or perceived power) the various parties involved tend to be scared to relinquish it.
 - o Having centralized goals helps eliminate duplication of costs.

Other Factors that Contribute to the Problem:

◆ Research, Law, and Medical Schools.

◆ Increase in Federal/State mandates for security makes it difficult for DTS units to keep up with and comply with regulations.

Possible Solutions/Suggestions for Building Cooperative Agreements:

◆ Groups needs to collaborate and begin defining

o Roles

o What functions does Central IT do well and work to extend those services to the DTS units. With DTS units willing to let those services be managed and provided by Central IT.

o DTS units need to acknowledge what they do best which is working in their support spaces and have Central IT help provide supplemental resources.

o Giving DTS units access to centralized resources and to give them a seat at the IT table. Let the DTS units be an active, contributing member of the IT community.

Special thanks to Peggy Rowland (University of Notre Dame), Barbara Griffith (Colorado), and Brian Viscuso (University of West Florida) for helping with these minutes.

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"Responsibility without authority equals frustration." - Mary Ann Davidson, CSO - Oracle

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