

# ITS Self-Study & Review – A Daring Adventure

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# Goal

- Review the operations of the technology division over the span of 8 years and report on findings.
- Use academic department review as model.
- How are we doing?
- What do we need?

..... A daring adventure .....

# Getting started – who is involved?

- Provost commissioned study
- CITO
- CFO
- AAC
- ITAC
- ITS management team
- ITS staff
- Community (faculty/staff/students)

# Process

- Established the questions
- Recruited survey feedback
- Divided up questions – individual papers
- ITS directors – worked together
- Research – comparative data
- Tools
- Timeline

# Self-Study Questions

## Organization

- Staffing/Structure
- Org Changes
- Relationships
- Decision process
- Consolidation/Consortium possibilities

# Self-Study Questions

## Funding

- Funding levels
- Budget process
- Future financial needs/trends

# Self-Study Questions

## Systems & Services

- What are they and are we positioned for future
- Effective support services
- Maintaining ERP
- Disaster recovery
- Communication

# Survey ITS staff

- Organization
  - Do we have the right positions?
  - Are your skills and abilities being utilized to the fullest extent?
  - How have the internal organization changes impacted your job?
  - Does IT work well as a team?
  - Are you supported by wider Denison community?



# Survey ITS staff

- Funding
  - Do you have the resources you need?
  - Are you compensated appropriately?
- Systems & Services
  - Do we have the right solutions? (wireless, printing, Banner, email, etc)?
  - Do we provide the right support?
  - Are we effective in our communication?

# Survey

## Faculty – Staff - Students

- Email
- Storage (network/cloud)
- Printing
- Technology aptitude/use
- Helpdesk
- Classroom
- Network

Outcome