INFORMATION TECHNOLOGY –
REORGANIZE & REDEFINE

Context
- Lack of formalized coordination with central IT leads to inconsistent role expectations, skill levels, and training.
- Provincialism of Technical Liaison (TL) staff leads to varying "spans of service."
- TLs typically report to chairs or administrators rather than an IT supervisor, making supervision difficult.
- Ambiguous roles and responsibilities: numerous additional IT-related staff work in departments who are also not TLs.
- Difficult to identify: OIRP report of IT-related staff excluded 20 TLs included on a list provided by IT.
- Excluding the (already-addressed) TLs and staff dedicated to remote server management, there are still roughly 120 decentralized IT FTEs.

Goals
- By redefining and reorganizing decentralized IT staff, including Technical Liaisons, KU could improve the level of service while generating FTE cost savings.
- Identifying the responsibilities of "other" decentralized IT staff may identify opportunities to rationalize, particularly if TL re-organization and server utilization result in lower need for "local" IT staff.
- Standardizing customer service centers, knowledge bases, and ticketing systems.

Challenges
Risks surrounding reorganizing and redefining decentralized IT staff are fairly low in respect to Institutional, Change Management, Project, Finance, and IT risks.

- There is some concern surrounding the number of people that will be impacted by the change, including the current TLs, decentralized IT staff and their supervisors, and customers.
- Some schools and departments will be reluctant to "give up" their TLs.
- Change will be happening on many fronts and will require coordination and cooperation to be successful.

Opportunities
Anticipated results of approximately $0.5–1.2M in benefits for the University can be realized once reorganization is fully implemented, through:
- More consistent training and skills development
- Opportunities to cross-train
- Improved supervision and career paths for IT personnel
- Improved workflow coordination resulting in better customer service for end users.