CAS Staff Advisory Board

Strengths
- Distributed Model of IT is working well
- IT staff are knowledgeable – Griz Tech is doing a good job
- PTS is great
- The number of Multimedia classrooms are increasing

Weaknesses
- Lack of access to info
- Communication difficult
- PTS billing for smart phones is questionable
- No campus-wide policy to upgrade staff computers

Opportunities
- HR and IT need to be integrated to have e-mail account set up for new hires
- New people need a 10 min IT orientation

Threats
- Outdated policies (with regard to secure folders) are security issues.
CAS IT

**Strengths**

- Communication between CAS IT and UM IT units has improved greatly within the past year. This resulted in tasks being completed in a timely fashion.

- Communication within CAS IT units has improved greatly as well. There has been several staff meetings which has helped organize and prioritize issues relating to IT.

- Decentralized IT structure: CAS has several departments which contains IT staff specific to a department. The benefits include better support for faculty, specialty with equipment used within the department, and shorter turn-around on projects and tasks. In addition, these IT staff helps to place a positive spin on IT in general.

- Requests to central IT has been handled promptly and professionally.

- Good adaptability: With the better communication, CAS IT and UM IT have been more adaptable to IT needs. A good example of this was during the CAS server move. We ran into unexpected problems and both CAS and UM IT units went out of their way to help us.

**Weaknesses**

- Lack of direction on future IT projects. In the past UM IT will announce a new initiative or project (cloud computing, web standards, etc..), but lack details on the proposal, present a vague timeline, and/or fail to reach out to individual IT units within the university for feedback.

- When proposing new projects or initiatives, UM IT fails to get adequate feedback from departmental or college level IT units. While some projects look good on paper, they fail to address specific needs important to department/college IT.

- Lack of well-defined processes: It is hard for IT personnel within the university to locate the appropriate forms or instructions when requesting services from UM IT. In addition, making such requests seem rather
inconsistent. The new IT site is still confusing and hasn’t improved this.

• Lack or confusion on UM IT policies: While some policies sound good in theory, they sometimes fall short on practicality. Several web policies fall under this category.

• Lack of Staff rollout support: While there are funds and support for Faculty rollout, staff computers have not been so fortunate.

• Lack of resources for security: While UM IT has dedicated staff for security, there needs to be more effort on making such resources accessible to other IT units within the university. Currently, policies and procedures dealing with security seem inconsistent or lacking.

**Opportunities**

• “Cloud” computing for staff: Basically, we can set up a thin-client system for staff. This could potentially save money in the long run. We need to make sure to address the specific needs of the staff first.

• More support for STAP: The STAP program has been critical for Griztech and CAS IT. This is a win-win situation where the student gets training and real-world experience while the university gets low-cost labor.

• Communications: A decentralized IT model works, but communication is critical. Not only between UM IT and CAS IT, but even between CAS IT units. More open dialog, and two-way communication is key. In the past, IT units would isolate themselves due to a conflict which is detrimental to IT as a whole. More attention is needed to prevent this.

**Threats**

• Lack of action: There are cases where no one takes the initiative on IT issues. Reasons could be political or physical, but it puts IT at risk as being a reliable organization on delivering solutions to the University.

• Weak Economy: IT faces possible budget cuts or cancellations on projects due to the weak economy.