IT Centralization Advisory Council
February 21, 2025 | Meeting Notes

Key Themes: Focus on articulating how centralization would specifically improve services and how it might impact staffing and interdepartmental interactions.

- **Metrics and Measurement:** There was a consistent emphasis on defining, tracking, and improving metrics. This includes concerns about the clarity of current metrics, the need for core metrics that effectively tell a story, and how to connect metrics to specific actions and outcomes.

- **Staffing and Resources:** Concerns about staffing were present throughout. This includes challenges with losing personnel, the need for strategic hiring, and ensuring appropriate scaling of staff, particularly at the director's level. There were also questions about resource allocation and budget adequacy, especially for research support.

- **Innovation and Agility**: Many of the concerns are centered around how an organization the size of UITS can manage what's needed for core functionality while still delivering on innovation and nimbleness. Even better if you can draw parallels to the fact that our IT units are understaffed and the ways centralization can support the need to be innovative and nimble.

Specific Questions Raised:

- How would centralization improve services specifically?

- How do divisions that move across pillars interact with UITS?

- How do we navigate specialized networking needs?

- How do we ensure that central services stay connected to the needs of the people they serve?

- How do you plan to manage the purchasing and governance around 3rd party software?

Next Steps

- Decision- meeting biweekly is best. Nikolas will distribute a time finder poll to determine the best time/date for the group to meet
- Next meeting needs to be centered on evaluating the metrics we currently have available and determining what we should be tracking moving forward
- Additionally, we need to explore how we tell the staffing story with metrics. "How will you know centralization is working?"
    - The distribution of teams to leadership positions
    - How we will ensure continuity of support and staffing of "boots on the ground" teams
    - How we will ensure proper staffing levels of the "specialists" supporting specialized services
- Begin to compile a list of topics driven by the first discussion as well as other "knowns" and make the list transparent to ITCAC so we can evaluate discussion priorities