

IT Restructure Advisory Council

March 20, 2025 | Meeting Notes

Key Themes: Extensive discussion on the restructuring changes aim to enhance IT service delivery and support and ensure performance monitoring through updated metrics on customer satisfaction, security, and operational efficiency.

- **Restructuring Initiative:** On March 19, a restructuring initiative was announced with an official transition scheduled for April 14. The changes involve the Support, System Administration, and Specialized Services teams, with efforts focused on aligning these teams to user needs and ensuring a balanced organizational structure.
- **A focus on Specialized Services:**

Specialized IT services are being organized into four categories—Academic Colleges, Health Sciences/Clinical, Business Operations, and Research/Libraries—to provide tailored IT support that remains strategically aligned with each unit’s mission. Transitioned employees will continue to report directly to Darcy, and the structure is designed to be flexible and evolve over time.

 - A discussion was held on the alignment of the specialized services pillars and whether it made sense to align to business needs, to break out research, or other multiple options.
 - It was agreed that at this point in time the current approach is sufficient, given that the intent is to be both flexible and adaptable as there will not be a single model that will fit all needs.
- **Metrics and Performance Monitoring:** The review of metrics is aligned with three overarching goals: Delivering Exceptional Customer Experiences, Building a Resilient Security Framework, and Maximizing Efficiency and Innovation. This evaluation includes customer satisfaction scores and upcoming IT Customer Satisfaction Surveys as key components, along with data on server and endpoint migration and management staff ratios.

Specific Questions

- Questions were raised about the removal of managers from service positions and the potential for unfilled positions in departments and colleges.
 - It was clarified that the internal hires came from existing leadership, not support, positions.
- Questions were raised about the management of unit’s needs with varied levels of technological complexity as well as support for non-enterprise services.

- It was acknowledged that this was considered as part of the organizational structure of the teams within the specialized services groups. Additionally, the composition of these teams is intended to be flexible and responsive.
- Questions were raised about the centralization of ticket management and impacts on the user experience.
 - It was confirmed that the goal is to centralize all service and support tickets into ServiceNow over time. However, efforts will be made to minimize the impact to the end user experience (if you email now, you'll continue to email, etc.)
- Additional metrics were suggested for future consideration, including
 - Increased server capacity and capabilities
 - Research Computing
 - HPC
 - Deskside support versus infrastructure management and maintenance
 - More detail on staff ratios and attrition

Next Steps and Ongoing Communication: The next steps include refining metrics and establishing future discussion topics, with a particular emphasis on research. The council will be meeting bi-weekly for the foreseeable future.