

State of California

Memorandum



Date: June 28, 2010

To: Information Technology Support Personnel
Divisions of Academic Affairs and
Instructional & Information Technology

cc: Deans
AVPs
Directors
HR

From: Marten L. denBoer  Stephanie N. Doda 
Provost and VP for Academic Affairs Chief Information Officer

Subject: Work Reassignment from Academic Affairs to
the Division of Instructional & Information Technology

The Divisions of Academic Affairs and Instructional & Information Technology (I&IT) have jointly determined that offering a specific set of technical support functions centrally allows the university to provide consistent levels of service, to achieve economies of scale and to improve customer satisfaction. Based on a successful pilot conducted in 2009/2010 with two colleges, the currently distributed work of server configuration and support, workstation (desktop and laptop) configuration and support, technology classroom support, and instructional and general computer laboratory configuration and support will be transitioned to I&IT during 2010/2011.

Server related functions to be moved include hardware and software recommendations, configuration, installation and operability verification. I&IT will serve as the liaison with vendors as needed, as well as provide maintenance and troubleshooting. Desktop and laptop configuration and support functions will be transferred for all employees (faculty, staff, administrators and student assistants) and for related office equipment. Support will include software installation and vendor liaison for commercially produced and licensed discipline specific software, along with common business applications. User assistance will be provided in a tiered structure through the Cal Poly Pomona Help Desk. Computer laboratory support functions to be moved include the items listed above for servers and workstations.

Support will remain in Academic Affairs for particular areas in which the purpose of the computer laboratory or classroom is the study of computer and network installation, configuration and operation, or where computers are part of a hardware/software system involving industrial-style equipment. Direct instructional and specialized application support, working with students in laboratories and classrooms, will remain the responsibility of Academic Affairs departments and colleges. Local database programming, specialized web application development and daily web site support will also remain the responsibility of the Academic Affairs departments and colleges. Budgetary responsibility for new equipment and software will remain with Academic Affairs.

A service agreement between Academic Affairs and I&IT will detail the work to be performed, set service expectations and define the framework for evaluation of future needs.

Reassignment of work will be conducted in stages and will be facilitated by the reassignment of personnel currently performing that work. The first stage of the reassignment was done as a pilot and is complete. I&IT provides support as described above for the College of Education & Integrative Studies and for the Collins College of Hospitality Management. The second stage will be the transfer of support for the College of Environmental Design, the College of Science, the University Library and the various central offices of Academic Affairs. The third stage will be the transfer of support for the College of Agriculture, the College of Business Administration, the College of Engineering, and the College of Letters, Arts & Social Sciences.

Personnel to be transferred in the second stage will be notified in the near future. Meetings will be arranged as needed to assure that position descriptions are updated and clear management structures arranged before the reassignments are made. It is anticipated that the work involved in completing the second stage transfers will take some months. Personnel involved in the third stage will be notified as that transition time approaches and similar communications regarding position descriptions and work assignments will be made at that time.

By placing similar work into a common management structure, Academic Affairs and I&IT both expect to achieve a more cost-effective position for the difficult budget years ahead, standardize and improve the information technology services provided, and allow each division to focus on core functions. We would like to thank information technology staff in both organizations for their dedication and their commitment to the university.