June 3, 2021

IT Shared Services Town Hall Meeting

1. **Direct Feedback from Members of ETS**

2. **Updates on Overall Project Calendar**

3. **Update on Multi-user machines**

4. **Update on Single Issue Tracking Project**

5. **Research Computing Support**

Celebrating our Accomplishments

Common Themes from Survey Results

- **Future of jobs**

- **Additional project details**

- **Additional information about the hubs**

- **More communications**

- **Need for some tools to help facilitate work**

- **Training & documentation**

- **Need for additional big picture context**

Updates on the Overall Project Calendar

- ## IT Service Hubs

- ## End of Phase 1

- ## Beginning of Phase 2

Service Hub Design To Date

▶ Services

▶ Overarching Hub Structure

IT Shared Services Hub Tier 1 and 2 Responsibilities

- Hardware:
  - Classroom technology support – teaching labs
  - Classroom technology support – classroom equipment
  - Conference rooms
  - Digital Display maintenance and support
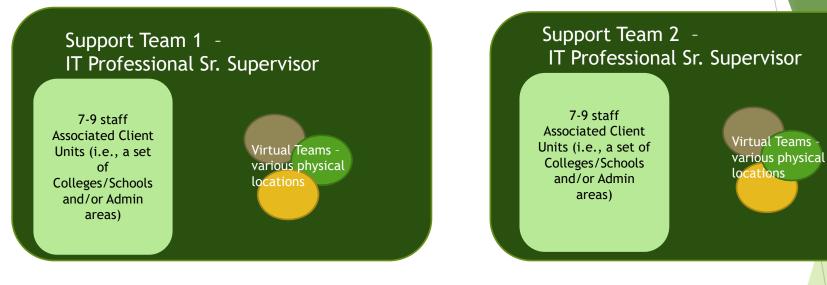 - Network connectivity level 1 troubleshooting

- UVM-approved Software, including:
  - AppsAnywhere
  - Adobe
  - Email and Calendar
  - Microsoft Office
  - OneDrive
  - Teams
  - WordPress
  - Local Applications
  - Survey Support
- Application Virtualization (packaging and testing)

- Consulting and Planning
  - Backup and Storage Support
  - Mobile Device Support
  - Printer Management
  - Device Management Life Cycle & Procurement Support

- Specialized Services:
  - Web content management
  - Multimedia Support for Events

Services Delivered Elsewhere in ETS:
- Accounts and Access troubleshooting
- Web Infrastructure Support
- Web application development

IT Shared Services Hybrid Hubs

Support Team 1 –
IT Professional Sr. Supervisor

7-9 staff
Associated Client
Units (i.e., a set
of
Colleges/Schools
and/or Admin
areas)

Virtual Teams –
various physical
locations

Support Team 2 –
IT Professional Sr. Supervisor

7-9 staff
Associated Client
Units (i.e., a set of
Colleges/Schools
and/or Admin
areas)

Virtual Teams –
various physical
locations

Emergency services will be delivered by the closest geographic hub

Physical locations:
Nolin House
Kalkin
Aiken
Waterman

Next Steps

▶ Hire Support Team Supervisors

▶ Finalize Support Team Structure

   ▶ Clients, Team Members, Space

▶ Create workflows – specific services, projects

▶ Training

▶ Communications

Single issue tracking System Working Group

- Kara Williams
- Roxy Bombardier
- Justin Henry,
- Ryder Owens
- Andrew Hendrickson
- Seth O'Brien
- Susan Lang,
- Geoffrey Duke
- Claire Dickey
- Travis Bartlett

- ▶ Creation of a Workspace Sandbox

- ▶ Draft documentation that can serve as training manual for ETS staff

Research Computing Support

▶ VACC

▶ VMWare

▶ Individual Machine