**Reorganization of Information Technology Management in IFAS**

**Improving IFAS Information Technology Organization and Support**

The current distributed model for IFAS IT can be enhanced in several areas:

* Establishing central authority and standards for administering consistent support;
* Establishing central authority for managing training requirements and coordinating training;
* Providing authority and standards for establishing best practices;
* Reducing disparity in IT support from unit to unit;
* Reducing redundant services from unit to unit.

**Proposed IT Governance**

Move partial or full IT management authority to the Director of IT (details follow), thus:

* Providing a central authority in needed areas;
* Clarifying areas of responsibility;
* Improving equity in IT support across IFAS units;
* Facilitating organization and coordination of training and support.

**Implementation Plan**

* IT staff supervision currently under unit administration will be modified to a dual reporting structure; this model is already functioning in some areas where appropriate, such as REC Faculty, and Extension District Computer Support, see Chart 1 for proposed organization chart. It will function similar to faculty stationed at RECs but evaluated both by the Academic Chair and REC Director;
* Establish a process for unit heads to set projects and priorities for IT tasks for their unit; document the list for all units;
* Consolidate IT staff associated with Shared Services Hubs (SSH) in an organizational structure that parallels that of the HR/fiscal staffing, resulting in sharing IT resources across departments for better support of each; other non-IT support will continue in support of the units.
* Inventory knowledge and skill strengths and weaknesses of all IT personnel, providing information about areas of training to be addressed;
* Survey IT staff to determine tasks performed;
* Inventory hardware and software infrastructure and review current technology use, exploring alternative equipment and processes, in order to improve IT reliability, address possible savings with economies of scale, and simplify support by standardization;
* Provide for coordination between unit Web projects and IFAS Communications Web Team.
* Coordinate Polycom support for McCarty and Fifield Halls.

**Supervision and Responsibilities**

* IT Director will supervise Shared Services Hub (SSH) IT staff , (Fifield and McCarty), with input from Shared Services Hub manager and departments/units supported;
* Other departmental/Unit IT staff will remain assigned to respective units, but will be jointly evaluated by the unit head and Director of IT based on the projects and priorities set for IT in the unit;
* IT Director will assist units in hiring IT staff ;
* Unit heads and Shared Services Hub managers will provide input to IT Director’s evaluation.
* Ownership of unit-level IT equipment, e.g. PCs, printers, etc., other than that needed to support the IT personnel in the SSH, will remain with the units.