IT Shared Services Initiative Information Gathering Survey

Start of Block: Introduction

IN-0 Thank you for participating in the IT Shared Services initiative information gathering survey. The purpose of this survey is to collect information that will, when combined with additional information gathered in follow-up meetings, inform the development of recommendations that will meet institutional and unit needs around IT support in a shared services model.

This survey is for IT professionals, others with significant components of IT work in their role and those that supervise people with IT roles. Based on your role you will answer a subset of the survey questions. It will be of great benefit to this process and to the University of Idaho for you to provide the most complete, constructive, open and honest answers as the information provided will allow for the best possible set of recommendations on how to proceed. The survey can be completed in one session or you can come back to the survey by following the link in the email. Please return the completed survey by 2/7/2020.

More information on the IT Shared Services Initiative can be found at https://www.uidaho.edu/its/it-shared-services. If you have questions about the survey or the initiative, please email them to ITSharedServices@uidaho.edu.

Thank you again for your participation.

RI-0 GENERAL INFORMATION

RI-1 First Name
RI-2 Last Name
RI-3 Enter your V#

RI-4 What is your college/division? Select one.

Civil Rights and Investigations; CoEd, Health and Human Sciences; Col of Agricultural & Life Sciences; Col of Letters, Arts & Social Sci.; College of Art & Architecture; College of Business & Economics; College of Engineering; College of Law; College of Natural Resources; College of Science; Division of Finance & Administration; General Counsel; General Library; Intercollegiate Athletics; Information Technology Services; President's Area; Provost/Exec VP Area; Research Centers and Institutes; Strategic Enrollment Management; Student Affairs; University Advancement; University Communications & Mrktg; University Outreach - Idaho
RI-5 What department are you in?

RI-6 What is your location?
   Moscow, Boise, Coeur d' Alene, Idaho Falls, Other

RI-7 (If Other is selected) Enter your location

AR-1 Technology Areas of Responsibility (Check all applicable areas that you support.)
   Administrative/Instructional/Academic IT Support
   Research Computing and Research IT Support
   IT Management - IT project management or supervisor of employees with IT roles
   Non-IT Related Duties

AT-0 ADMINISTRATIVE/INSTRUCTIONAL/ACADEMIC IT SUPPORT

AT-2 Check all applicable administrative, academic or instructional technology areas that you support
   Application administration, configuration and support
   Classroom/Conference Room Technologies
   End-User technologies
   File Storage
   Network Infrastructure
   Server Systems
   Student Computing Labs
   Web site - Content Management
   Web site - Development and Maintenance
   Other IT (administrative/academic technologies not listed above - description to be entered below)

AS-0 ADMIN/ACAD - APPLICATION SUPPORT

AS-1 List the administrative software applications you are supporting and a brief description of their function. (Banner, BBLearn, CRM systems, departmental support systems, .......)

AS-2 What application support do you provide for your unit? (check all that apply)
   Account management
   Installation, upgrades, maintenance
   Integration, programming, and application development
   SaaS application configuration
Report development
Database administration
Advice/troubleshooting
Application expert/User training
Procurement/purchasing
Vendor relationships/coordination

CT-0 **ADMIN/ACAD - CLASSROOM/CONFERENCE ROOM/INSTRUCTIONAL TECHNOLOGIES**

CT-1 How many rooms do you provide direct technology support for?

CT-2 Indicate what types of equipment you support. Check all that apply and indicate how many devices/stations you support.

- Projectors
- TV's /Monitors
- Document cameras
- Video conferencing equipment
- Computing equipment (desktops, laptops, tablets, etc.)
- Other - please describe

CT-3 What support do you provide for the equipment? (Check all that apply.)

- Equipment maintenance and repair
- Equipment installation and configuration/setup
- Equipment advice and troubleshooting
- Procurement/purchasing
- New technology investigation and recommendations

ET-0 **ADMIN/ACAD - END-USER TECHNOLOGY SUPPORT**

ET-1 How many people do you provide direct support for? Select all that apply and add the number of people supported.

- Faculty/Staff
- Students
- Others

ET-2 Indicate the types of equipment/devices you support. Check all that apply and enter the number of devices supported.

- Desktops
- Laptops
Copiers
Scanners
Printers
Tablets
Smart phones
Other devices. Please describe these and indicate how many you support.

ET-3 What support do you provide for end-user technologies? (Check all that apply.)
  - Software application installation and support
  - Operating system installation and support
  - Equipment repair and support
  - Purchasing/procurement
  - New technology investigation and recommendations
  - Other. Please describe.

FS-0 **ADMIN/ACAD - FILE STORAGE**

FS-1 Are you supporting on-premise file storage? Yes/No

FS-2 (If yes is selected) Please briefly describe the general type of data being stored, the vendor, and the capacity of the storage technology.

FS-3 (If yes is selected) Why is this type of storage needed?

FS-4 Are you supporting cloud-based file storage other than OneDrive? (Ex. Box, Dropbox, GoogleDrive, etc.) Yes/No

FS-5 (If yes is selected) Please briefly describe the general type of data being stored, the vendor, and the capacity of the storage service.

FS-6 (If yes is selected) Why is this type of storage needed?

NI-0 **ADMIN/ACAD - NETWORK INFRASTRUCTURE SUPPORT**

NI-1 What support do you provide for administrative infrastructure? (Check all that apply.)
  - Network maintenance (Infrastructure repair and replacement)
  - Network moves, adds, changes, (new switches, patching, etc.)
  - Network infrastructure installation, wiring
  - Other - Please describe

SS-0 **ADMIN/ACAD - SERVER SYSTEMS**
SS-1 What types of servers are you supporting? Check all applicable and indicate how many servers of each type.

Physical servers
On-premise virtual servers
Cloud-based virtual servers

SS-2 Please describe the general purpose of the servers and what operating systems they use.

SL-0 **ADMIN/ACAD - STUDENT COMPUTER LAB SUPPORT**

SL-1 How many computer lab stations do you support?

SL-2 Is program-specific software, not already supported by ITS, used in any of the labs you support? Yes / No

SL-3 (If yes is selected) What program-specific software do you support? Please describe.

SL-4 What types of support do you provide for your student labs? (Check all that apply.)

- Equipment maintenance and repair
- Equipment installation and configuration
- Equipment advice and troubleshooting
- Lab printer support
- Asset management
- Vendor coordination
- Software installations, upgrades, and maintenance
- Software advice and troubleshooting
- Hardware/Software licensing and procurement
- Software programming and application development
- Software application expert and user training

RT-0 **RESEARCH COMPUTING AND RESEARCH IT SUPPORT**

RT-1 Check all applicable research computing and research IT support areas that you support

- High performance computing (HPC) compute and/or storage
- Research networking
- Research database development and/or support
- Software development
- Specialized web application hosting
- Training
- Grant support around research computing
Other (description to be entered below)

RT-2 Please describe the other areas of research computing or research IT support in which you participate

RT-3 Is your current position written into any research grants? Yes/No

IM-0 IT MANAGEMENT

IM-1 Do you manage any IT/technology-related people/positions? Yes/No

IM-2 (If yes is selected) How many IT staff people/positions do you manage? Please provide names and job titles.

IM-3 (If yes is selected) How many IT temporary help (TH) people do you manage? Please provide names and job functions.

IM-4 Do you perform any IT project management duties? Yes/No

IM-5 Do you manage any IT-related vendor relationships/contracts? Yes/No

IM-6 (If yes is selected) Please list the vendors and briefly describe the services they provide.

IM-7 (If yes is selected) What support do you provide for IT-related contracts? (Check all that apply.)
  Monitoring and maintenance
  Vendor coordination
  Product recommendations
  Purchasing and procurement
  Negotiation

IM-8 What is your involvement with your unit’s IT budget? (Check all that apply)
  Budget creation and development
  Budget advising and recommendations
  Transactional activity monitoring

NT-0 NON-IT RELATED DUTIES

NT-1 Describe the non-IT related duties that you perform

NT-2 Do you manage any non-IT/technology-related people/positions? Yes/No

NT-3 (If yes is selected) How many non-IT staff people/positions do you manage?

NT-4 (If yes is selected) How many non-IT temporary help (TH) people do you manage?
NT-5 (If yes is selected) Briefly describe the duties that these non-IT people perform.

NT-6 Do you feel that these non-IT related duties impact your ability to complete your IT-related work? Yes/No

NT-7 (If yes is selected) Please briefly describe how your work is impacted.

**OT-0 ADMIN/ACAD - OTHER IT SUPPORT**

OT-1 Do you provide any other administrative/instructional/academic-related technology support not listed above? Yes/No

OT-2 (If yes is selected) Please describe those technologies and their function.

**PT-0 PERCENTAGES OF TIME SPENT**

PT-1 Please indicate the estimated % of time you spend on these types of duties.
   - Admin/Acad - Application Support : _______ (1)
   - Admin/Acad - Classroom/Instructional/Conferencing Technologies : _______ (2)
   - Admin/Acad - End-User Technologies : _______ (3)
   - Admin/Acad - File Storage Support : _______ (4)
   - Admin/Acad - Network Infrastructure Support : _______ (5)
   - Admin/Acad - Server Systems Support : _______ (6)
   - Admin/Acad - Student Lab Support : _______ (7)
   - Admin/Acad - Other IT (Not included above) : _______ (8)
   - Research Technologies : _______ (9)
   - IT Management : _______ (10)
   - Non-IT Related Duties : _______ (11)
   - Total : _______

***The questions below were also sent to all ITS employees***

**PI-0 GENERAL POSITION INFORMATION**

PI-1 Do your duties align w/ your UI job description? Yes/No

PI-2 Please describe how your duties are not aligned with your job description.

PI-3 Do you have technical expertise/experience beyond your job description? Yes/No

PI-4 Please describe.

PI-5 Is your position required in some way for your unit's academic accreditation? Yes/No

PI-6 Are you on call, after-hours, for any of the technologies that you support? Yes/No

PI-7 Please briefly describe those systems and their function, for which you are on call.
PI-8 How often are you required to provide after-hours support?
Daily
Weekly
Monthly
Occasionally

PI-9 Is travel an expectation of your position? Yes/No

PI-10 How often do you travel?
Daily
Weekly
Monthly
Occasionally

PI-11 Do you support multiple locations outside of Moscow? Yes/No

PI-12 (If yes is selected) Please list the locations outside of Moscow that you support.

PI-13 Do you feel that you receive adequate training to perform your job? Yes/No

PI-14 What training do you need that you have not received?

PI-15 What professional trainings do you attend?

PI-16 Is there anything else that affects your work that you would like us to know? Please describe.

UT-1 Does your supervisor have any technology knowledge or expertise that they use to support your work? Yes/No

UT-2 Does your supervisor understand your work and what you do? Yes/No

UT-3 In case of absences, do you have backup support people? Yes/No

UT-4 (If yes is selected) What is/are the name(s) of your backup support people?

UT-5 If you left your position, do you have quality documentation so someone else could take over your duties? Yes/No

UT-6 If you left your position, what responsibilities, duties, tasks, etc. would you be concerned that might "fall through the cracks?"

UT-7 Are you part of a technology team? Yes/No

UT-8 (If yes is selected) Name those persons that you consider as part of your technology team.

US-1 What IT functions are mission-critical to your college/unit?
US-2 Do you manage any critical systems? (Programs, equipment, etc. that need constant monitoring and would require support outside of business hours if there was an issue.) Yes/No

US-3 (If yes is selected) Please briefly describe those critical systems and their function

US-4 Do you have adequate equipment, software, and other tools to properly do your job? Yes/No

US-5 (If yes is selected) Please describe what items you are lacking to do your job.

US-6 What are your unit's major IT goals for the next three years?

US-7 Please briefly describe up to three current major initiatives on which you are working.

US-8 How do you interact w/ ITS?

UI-1 Do you know of any technologies, at the unit or university levels, that can be improved? Yes/No

UI-2 Please describe up to three issue(s) and how you think they can be solved. (You may attach a separate document if desired. The upload function is at the bottom of this section.)

UI-3 Do you know of any current technology practices/processes, at the unit or university levels, that could be improved? Yes/No

UI-4 Please describe up to three issue(s) and how you think they can be solved. (You may attach a separate document if desired. The upload function is at the bottom of this section.)

UI-5 Is some additional centralization of IT services right for the U of I? Yes/No

UI-6 What are your top 2-3 concerns within the framework of centralization?

UI-7 How would you resolve those concerns within the framework of centralization?

UI-8 Is the centralization of IT services right for your position? Yes/No

UI-9 What are your top 2-3 concerns within the framework of centralization?

UI-10 How would you resolve those concerns within the framework of centralization?

UI-11 If you have any additional documents you would like us to review, please upload them here.

THX-0 Thank you for responding to this survey and for your continued work for the benefit of our students, faculty, staff, alumni and other constituents.