

## **April 19, 2017: A New Structure for the Future**

Information Technology Services (ITS) is changing to strategically improve its customer service and accommodate future UI growth. To accomplish this, ITS will transition to a new service model and structure in the coming months to more proactively engage with its diverse customers on the ground level. This model will require realignment of ITS personnel, and the new service model will bring ITS personnel, known as Technology Solution Partners (TSPs), directly into colleges and units. A key goal of this restructuring is to provide students, faculty and staff an even higher and more consistent level of technology services on a daily basis. The TSPs will have immediate access to assist faculty and staff while leveraging ITS expert knowledge, providing training, and giving personalized technology support. In addition, ITS is revamping how it meets students' needs in connectivity, specialized software and computing labs. These ITS critical shifts will support the UI Strategic Plan and expanding university needs.

Over the past few weeks, ITS staff, deans, vice presidents and others were provided an overview of the upcoming changes. Lots of exciting developments lie ahead with the launch the ITS service model. Timely updates will continue to be shared with the entire university community, and your patience is greatly appreciated as we all embrace the coming changes.

Please continue contacting the [ITS Help Desk](#) as the university's "go to" for UI technology service needs—by phone, email or drop-in. For questions, concerns, and/or feedback about the future ITS service model, please feel free to email [ITS-future@uidaho.edu](mailto:ITS-future@uidaho.edu).