ITS Consolidation Update

When the University consolidated all general fund IT services across campus into a single organization last Spring, the new organization was given two primary goals: (1) to become as efficient as possible at the core, common IT services that are important to us all so that (2) we can direct more resources towards innovation that supports the University's strategic priorities.

The new ITS organization chart [1] [PDF, requires Adobe Reader [2]] is structured to further both goals. It does this by bringing together people from multiple areas doing similar work (such as system administration and desktop support), and by identifying specific resources to support specialized and innovative work occurring in local areas (the various "specialists").

To ensure we have a smooth start to the Fall 2011 semester, all ITS staff will initially remain in the same locations as last semester, providing the same support to the same customers at the same high levels. During this initial period, we are working on documenting systems and services and transferring information between staff with previous and new responsibilities; the transition to the new organizational structure shown in the chart will really begin in September. As we approach that time, we'll keep everyone fully informed on the changes.

In the meantime, please feel free to call on the support personnel with whom you've always worked.

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Source URL: http://www.humboldt.edu/its/consolidation-update-8-11

Links:
[1] http://www.humboldt.edu/its/sites/its/files/docs/internal-its-docs/ITS%20Org%20Chart.pdf
[2] http://get.adobe.com/reader/
[3] http://www.humboldt.edu/its/consolidation-update-8-11