

Research and Educational Technology Committee

9:00-10:15am., November 17, 2016, FAC 228D

I. 9:00-10:15 ITS Service Review Survey Results (*Brad Englert, Angela Newell, Ginger Yachinich*)

ITS Priorities Survey Results

November 10, 2016

Responses

There were 58 complete responses with the following breakdown:

AIC	17
R&E	11
BSC	7
AITL	10
OIT	7
C-13	10

Notable Service Offering Movement

Classroom Response (clicker) service offerings and *Software Distribution and Sales (SDS)* service offerings were the most demoted service offerings. 39 of 58 respondents, 67% demoted *Classroom Response Systems (clickers)* and 66% of respondents who demoted *Classroom Response Systems (clickers)* re-categorized them as minor.

47% of respondents demoted *Software Distribution and Sales (SDS)* to a lower category. It should be noted that in nearly every instance, all *Classroom Response (clicker)* service offerings were moved together. The same was true for *Software Distribution and Sales (SDS)*- if one service offering were moved into a different category they were likely all moved into that category.

40% of respondents demoted *Enterprise Management*, *Enterprise Orchestration*, and/or *Enterprise Monitoring and Metrics*, but only one respondent moved an *Enterprise* service offering into the minor category. These service offerings were less likely to move as a unit, meaning that respondents did not have a strong tendency to categorize all *Enterprise* service offerings the same way.

20% of respondents demoted *Legacy Portal: Legacy Portal Maintenance and Stewardship*. 26% of respondents also demoted both *Legacy Middleware, Integration and Common Apps* service offerings.

26% of respondents demoted *Web Publishing Platform: University Blog Services (sites)* from major to minor.

24% of respondents demoted the *UT Service Desk* offering, although categories varied.

29% of respondents moved *UT Box* from critical to core. 21% of respondents moved *Document Management* service offerings from critical to core, and in nearly every instance all three *Document Management* service offerings were moved together.

Common Good Services

These were the top 10 service offerings respondents believe should stay centrally funded:

The Network	Data Center
Authentication	Database (Hosting, Monitoring, and Storage)
Canvas	Office 365
Email	UT Box
UT Web	Mainframe/ERP

Charging for Service Offerings

These were the top nine services and service offerings respondents said they would no longer use if they became fee-for-service:

Email	Service Now
Wikis	Qualtrics
Adobe Connect	UT Website
UT Blogs	SharePoint
UT Box	

Retiring Services

These were the top 10 service offerings respondents said should be considered first for retirement:

Austin Exchange AEMS 2010	Adobe Connect
Laptop Checkout Service	Mainframe Printing
Bevoware	SharePoint
FTP Archive Mirror	Campus Cable Television
Austin Disk	Legacy Services and Support

In addition to these findings, it was noted in many responses that duplicate services should be looked at across the board. For example, duplicate *Campus Response Systems (clickers)* service offerings and support for these service offerings were pointed out frequently by respondents as services the university should consider consolidating into one service offering for the entire campus.

Managed IT Support (MITS) did not have enough representation to be one of the top 10 services to consider for retirement, but it should be noted that nearly every respondent who submitted *MITS* as a response also included a comment suggesting that *MITS* be moved to Academic Technology Services (ATS). There were two comments submitted that suggested the same of software distribution and sales service offerings.

These were service offerings that more than one respondent suggested for retirement, but were not represented well enough to be major themes:

800 Number Service	MITS
Email: Secure Messaging	ITS Managed Lab Support
Software Distribution and Sales	TRAC

Future Considerations

These were the top eight services and service offerings respondents said they anticipate needing in the next five years:

The Network	Office 365
Canvas	Database(s)
Email	Security Services
UT Box	PyPe

One of the major themes to arise out of asking participants to anticipate what they will need in the future is the need for storage. *UT Box*, databases, and to a lesser degree general storage were all heavily represented in the results.

One of the minor themes to emerge was a concern for security, particularly as it relates to cloud-based services and tools, databases, and the data center.

Conclusions and Additional Considerations

The two strongest themes to emerge from the survey were the desire to consolidate duplicate service offerings and the need for databases, data centers, and digital storage. The two additional considerations that follow are suggested topics for focus groups.

One of the findings was a strong preference for email remaining a common good service offering across campus. However, there were not a significant number of respondents who responded with a preferred email platform. Email was a service respondents would stop using if it were a fee-for-service offering. This may indicate that there is a desire to run, and pay for, only one email platform across the university. Additional information and perspective on email preferences is recommended.

Training and support services were frequently identified as services that the respondents feel should be categorized highly and centrally funded, but just as frequently moved to lower categories, suggested for retirement, and recommended as candidates for fees. Additional information and perspective on trainings and support service offerings across campus is recommended.