IT Shared Services Town Hall Meeting

June 3, 2021

1. **Direct Feedback from Members of ETS**

2. **Updates on Overall Project Calendar**

3. **Update on Multi-user machines**

4. **Update on Single Issue Tracking Project**

5. **Research Computing Support**

Celebrating our Accomplishments

Common Themes from Survey Results

- Future of jobs

- Additional project details

- Additional information about the hubs

- More communications

- Need for some tools to help facilitate work

- Training & documentation

- Need for additional big picture context

# Service Hub Design To Date

Services

Overarching Hub Structure

IT Shared Services Hub Tier 1 and 2 Responsibilities

- Hardware:
  - Classroom technology support – teaching labs
  - Classroom technology support – classroom equipment
  - Conference rooms
  - Digital Display maintenance and support
  - Network connectivity level 1 troubleshooting

- UVM-approved Software, including:
  - AppsAnywhere
  - Adobe
  - Email and Calendar
  - Microsoft Office
  - OneDrive
  - Teams
  - WordPress
  - Local Applications
  - Survey Support
- Application Virtualization (packaging and testing)

- Consulting and Planning
  - Backup and Storage Support
  - Mobile Device Support
  - Printer Management
  - Device Management Life Cycle & Procurement Support

- Specialized Services:
  - Web content management
  - Multimedia Support for Events

Services Delivered Elsewhere in ETS:
- Accounts and Access troubleshooting
- Web Infrastructure Support
- Web application development
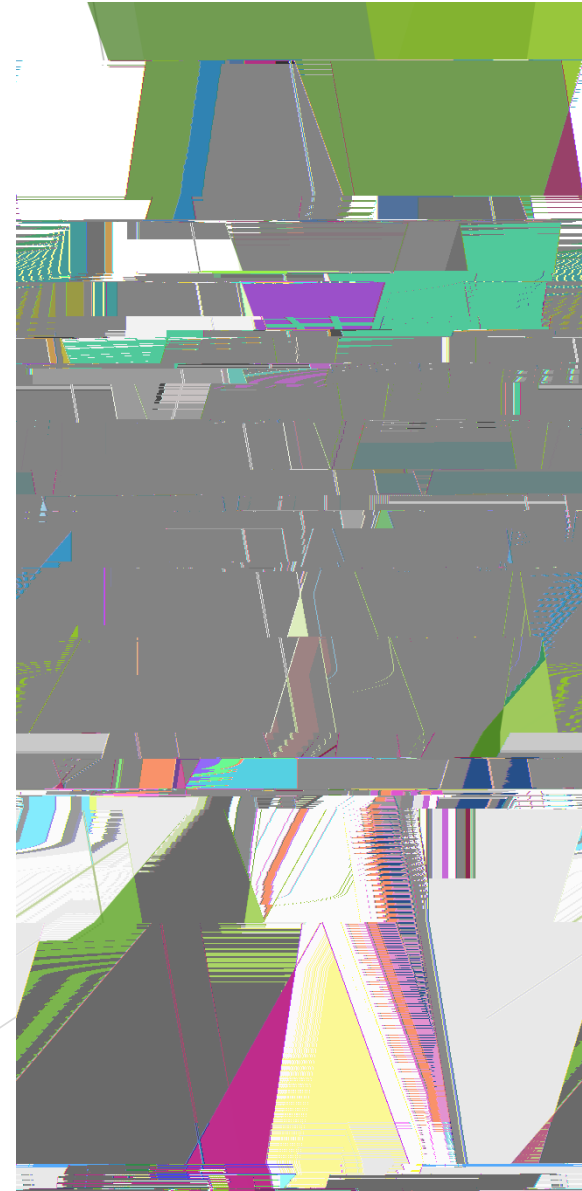
Next Steps
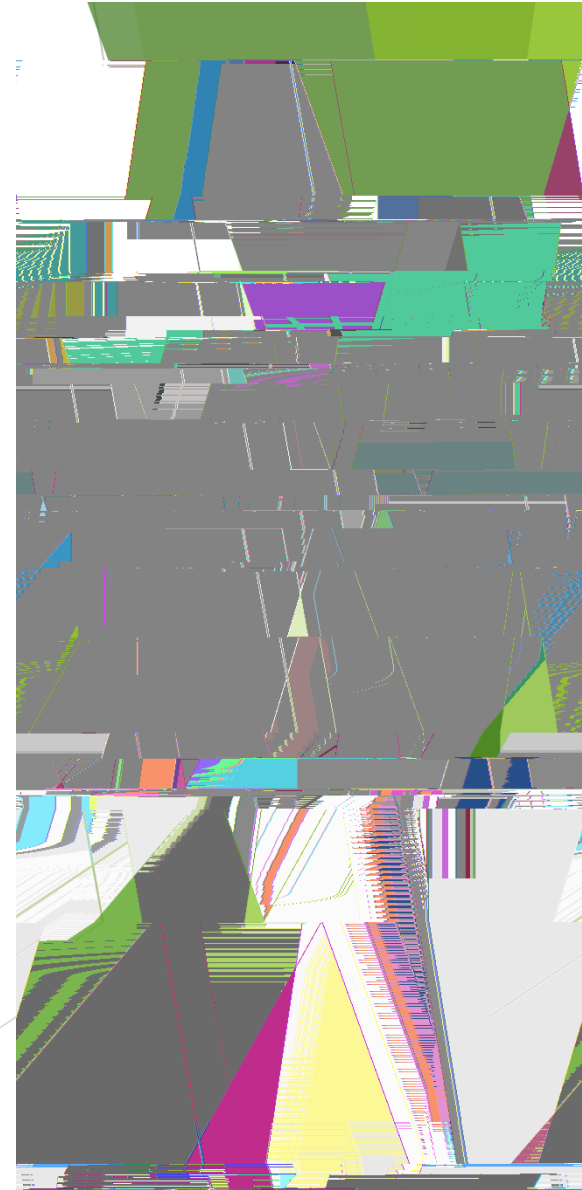
Hire Support Team Supervisors

Finalize Support Team Structure

    Clients, Team Members, Space

Create workflows – specific services, projects

Training

Communications

Single issue tracking System Working Group

Kara Williams

Roxy Bombardier

Justin Henry,

Ryder Owens

Andrew Hendrickson

Seth O'Brien