GRAINGER COLLEGE OF ENGINEERING it GOVERNANCE – ADMINISTRATIVE WORKING GROUP

Academic Year 2022-2023 Final Report

Thank you for the opportunity to work with The Grainger College of Engineering on the Engineering IT Governance Administrative Working Group. Our committee met seven times over the academic year and submits the following report of our activities:

- Application Development and Expansion of Portal Apps Across Campus
    - In total, 8 applications have been rolled out to campus
        - All Urbana units other than Housing have converted to using VSL
        - As of October, 187 units had converted to using the appointments application
    - Rollout of apps across campus has increased visibility for EngrIT and has opened communications for potential expansion of other apps. EngrIT is discussing the possibility of two-way communication between F&S space management system (Archibus) and the people/space/keys applications in the portal. It has provided an opportunity for IT to view tools used by other units on campus and to determine if we can partner with them to integrate their tools, or if IT needs to continue to build in house.
    - With the expansion of apps and demands placed on hardware due to the expansion, the Committee considered if it would make sense to move portal applications to Cloud based hosting. The consensus is that it would probably be impractical to move all applications. Therefore, IT will have to explore the implications of moving an individual app. The Admin Committee approved IT's request to continue to research and pilot the potential moves to provide more cost benefit analysis.
    - Future application development projects include the VSL rewrite, Search Tracker, Student Success Portal, Named Faculty appointments, shared facilities and people/keys/space.
- Operational Excellence
    - EngrIT is investigating a proposed infrastructure partnership with Tech Services for VM and storage. The current proposal entails Tech Services paying 50% of the salary for three EngrIT infrastructure staff and buying the remaining service life on the VM cluster.
    - Keeping the FTE under the EngrIT umbrella rather than transferring them to Tech Services allows EngrIT to remain involved and provides an exit strategy if the partnership doesn't work.
    - Advantages include expanding FTE in Tech Services provides better service to campus, Engineering would be able to close a production level data center and remove duplicate management of networking and power sources.
    - Projected annual savings include $146K in salaries and $89K in hardware/software. The projected annual cost would be $210K billing from Tech Services for a $25K annual savings to Engineering.
- Engineering IT funding model

- The FY23 budget grew $1.1M and included a major salary program and dramatic increases in hardware costs due to supply chain issues.
  - In order to improve hiring for vacancies, it was suggested that EngrIT be represented at the Engineering Career Fair, Jim is also working with community colleges and using internships to potentially convert students into future hires.
  - A major concern developed late in FY23 due to Government Costing's concerns over the budget model for billing. Costing is demanding justification for staff time allocations, it is not good enough for staff to make an annual estimate of how they spend their time. Accounting for time in a detailed way will cause staff aggravation and may not be entirely possible to achieve. If we cannot satisfy Government Costing, the current model for billing units and research grants will not be possible.
- Customer Service Survey
  - While the Customer Service Survey continues to provide important information, the response rate continues to decline. Only 158 responses were received from over 7,000 participants for the 2022 survey.
  - The overall rating was 4.33 out of 5, consistent with prior years
  - The committee discussed various ways to revamp the survey to increase participation. Ideas included shorten the survey, add a point-of-service rating request, increase the number of invitations, and add a QR code to the digital signs to name a few.

In conclusion, Engineering IT continues to be a driving force on campus for change and efficiency. This academic year was a successful year for IT in hiring ongoing vacancies, with only Linux hires and A/V specialists continuing to be a challenge. We look forward to continuing to build on the successes with campus to elevate the Engineering applications and actively participate in their continued development and contribution to improved business processes. Building on the success of the application rollout will hopefully lead to more access to campus data in order to provide decision makers with better, more complete information.

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