STUDENT AFFAIRS INFORMATION TECHNOLOGY SERVICES (SAITS)

Student Fees Advisory Committee (SFAC)

Base Augmentation Request FY 2015

Annual Desktop Life-Cycle Replacement and Maintenance

Help

Tech Support

SFAC FY15- Base Augmentation Request- Student Affairs IT Services
Annual Desktop Life-Cycle Replacement and Maintenance

Across the country, colleges and universities are being forced to change as the most tech-savvy students arrive on our campuses. Raised with access to the Internet, cell phones, and video games, these "digital natives" are challenging institutions to do more online, improve customer service, and revamp traditional programs to accommodate their preferences for 24/7 access to information and resources. At the same time, institutions are finding themselves spending more time, attention, and resources on the complex Information Technology (IT) infrastructure needed to support the modern university. Through Enterprise Resource Planning (ERP) systems, mobile apps, and other stand-alone software, universities are collecting and managing tremendous amounts of data regarding students, faculty, and research endeavors. The University of Houston has not been exempt from this movement.

In May 2013, following recommendations provided by the University Information Technology (UIT) department as a result of a comprehensive technology assessment process, the Division of Student Affairs and Enrollment Services (DSAES), made the decision to centralize the Information Technology (IT) function throughout the division. The goals for this centralization was to allow Student Affairs IT resources to be managed more efficiently by identifying cost optimization strategies, executing volume purchases, achieving consolidation of systems, implementing technology standardization, eliminating duplicate services, and managing IT resources in accordance with University policies and technology best practices. In addition, DSAES will be able to improve IT service delivery by eliminating single-point of failures through the creation of service teams supporting critical functions. The new Student Affairs IT Services (SAITS) department will support IT needs for the following departments and offices;

- A.D. Bruce Religion Center
- Campus Recreation
- Center for Students with Disabilities
- Center for Fraternity & Sorority Life
- Center for Students with Disabilities
- Center for Student Involvement
- Center for Student Media
- Children's Learning Centers
- Dean of Students Office
- Forensic Program

- LGBT Resource Center
- Health Center
- Office of VC/VP of Student Affairs
- University Career Services
- Counseling and Psychological Services
- Women's Resource Center
- University Centers
- Urban Experience Program
- UH Wellness

Since May, the Student Affairs IT Services (SAITS) department has made great strides.

- **June 2013**:
    o SAITS initiated and completed a University mandated security scan (Identity Finder) of all computers with in the Division of Student Affairs and Enrollment Services.
    o Student Affairs IT transition plan, which detailed steps related to scope and timeline of implementation related to staff role appointments, staff reorganization, budget planning, desktop support, hosted services, IT Security, policy and procedures**.**
    o Started DSAES "department tours" to assess day-to-day IT needs related to desktop, application and hosted services support for each department supported by SAITS.
- **July 2013**
    o SAITS held its first staff retreat where a mission and vision statement was created and approved. Additionally, department goals were established for FY 2014.
    o As part of the reorganization and fulfillment of the SAITS Organization Chart, timelines for searches for vacant positions, which include an Assistant Manager for Information Systems and User Service Specialist II, were established.
- **August 2013**
    o User Service Specialist II position successfully filled by Giang Tran
    o In accordance with the new SAITS Organization Chart, a reclassification of current staff into new SAITS positions, effective September 1st was submitted to Human Resources for review.
    o SAITS began initial budgetary needs request
- **September 2013**
    o The search committee for Assistant Manager for Information Systems, which includes staff members representing UIT, and DSAES, begins initial preparation to evaluate candidates.

- o Department Servers were prioritized and prepped for migration. All (22) department data servers began transition into the UIT virtual environment, which is housed in the UH Data Center.
- **October 2013**
  - o In collaboration with UIT, Student Affairs IT began development of an Information Resource Management (IRM) Plan for the Division of Student Affairs and Enrollment Services (DSAES). This document will establish division-wide protocols and procedures, which align with University IT standards.

As we move forward to establish the Student Affairs IT Services department, a FY 2015 SFAC Base Augmentation request for **$57,805** is being submitted to support the following needs.

Annual Desktop Life-Cycle Replacement and Maintenance: In August 2012, a Desktop Lifecycle Management Assessment coordinated by University Information Technology (UIT) in conjunction with the overall Student Affairs IT Review was completed. The purpose of this review was to provide recommendations related to desktop lifecycle management practices for the Division of Student Affairs with the goal of finding cost savings and process improvements.

In order to implement and support an equipment replacement plan, an annual budget for lifecycle replacement will provide the following support: (Pending recommendations from SFAC on the Student Affairs IT Services (SAITS) FY 14 One-Time Allocation Request)

- Support partial completion of desktop lifecycle replacement recommendations for years 3 and 4 outlined in the Desktop Lifecycle Management Assessment.
- Provide base funding to provide for a consistent budget allocation to manage the Desktop Lifecycle Plan on a regular basis.
- Establishes an annual computer replacement budget to support DSAES departments, which includes student organizations.
- Eliminates the need for any DSAES department to request funding for computer replacement.
- Support for maintenance costs related to new technology/equipment.

Budget Breakdown:

Annual Desktop Life-Cycle Replacement Budget: $56,000.00

Maintenance: $1,805.00

FY 15-Base Augmentation Requested: $57,805
6% Admin Charge: $3,468.30
Grand Total: $61,273.00