

November 3, 2016

Colleagues,

After careful consideration of the recommendations by BerryDunn and in consultation with division leaders, I have decided to move forward with several initiatives and changes to help us best maximize our IT resources and advance our service delivery in Business Affairs.

Among the initiatives is the creation of a service design process that I have shared information about before. Several IT employees have participated in pilot sessions related to this topic and those who haven't will do so later this month. The work that results from these sessions will lead to a service catalog of all 54 applications supported by the Division.

The other change is a reorganization of the reporting structure for some of our IT employees that will be led by David Tobelman in Technical Operations and Planning. IT employees in Human Resources made the reporting change to David November 1, and staff in Financial Systems Support will transition January 1. These employees will not change work locations and will maintain a dotted-line relationship with their current associate vice chancellors.

David met earlier with these staff members to discuss the transitions and next steps.

We also have posted a position for a business and technology application analyst for Risk Management, Safety and Security and that individual will report to David with a dotted line to Hank James.

I want to be clear on a few important points about this transition:

- These initiatives and changes are being made to allow us to be more strategic in our decision making as a Division.
- These moves, coupled with the creation of a robust service catalog, will allow us to:
 - advance the maturity of Business Affairs' IT service delivery;
 - gain more intentional and thoughtful prioritization of our efforts;
 - and realize greater efficiencies from structured service design and delivery.
- For the next 18 months we will focus on the unit changes that have been identified, building our service catalog, and creating a mature service delivery model for the Division. During this time period, David and his team also will lead a project addressing the current and future state of door access on campus.

I want to give you an opportunity to learn more about this project and our next steps. You are invited to join members of the BerryDunn team and me for an open Q&A session for all of Business Affairs from 3:45 p.m. to 4:45 p.m. Wednesday, November 9, in Cone 113. [The BerryDunn report also is available on the ITA website](#) and offers more information about each area studied.

I hope to see many of you next Wednesday.

Sincerely,

Beth

Elizabeth A. Hardin
Vice Chancellor for Business Affairs