

DTAG, July 11, 2017

IT Definition Exercise

Group Discussion at Table (15 minutes); Report out and full room discussion (15 minutes)

Feedback on Definition Statement

Plus	Deltas

Feedback on IT Inclusions Section

Plus	Deltas

Feedback on IT Exclusions Section

Plus	Deltas

Full Group

1. Discussion on Pluses and Deltas for IT Definition
2. Input on Next Steps - Recommendations for engaging IT Governance and IT Community on the adoption of a campus IT Definition. Is this a worthwhile thing?

Appendix C: Definition of Information Technology (Version 1.0, revised January 20, 2017)

Purpose

The purpose of this definition is to ensure a consistent approach in determining what is or is not considered information technology (IT) at UW-Madison. A clear definition ensures the scope of IT personnel, services, and expenditures are measurable in a consistent manner, and can more accurately inform strategic planning and decision-making for IT, both at the division level and campus-wide.

Definition

UW-Madison IT is defined as computing hardware and software that serve to store, retrieve, transmit, edit, and create data; and the personnel involved, in either line-of-work or leadership capacities, in the development, delivery, support, and maintenance of computing hardware, software, and related services. To further define IT, the following information is provided.

Information Technology includes:

- all on-premises or off-premises (“cloud”) hardware and software with a human interface.
- all services provided by vendors and contractors which support on-premises or off-premises hardware and software.
- all computer peripherals which will not operate unless connected to a computer or network.
- all licensing and maintenance of software.
- all personnel for whom developing, delivering, supporting, and maintaining computing hardware, software, and related services represents a significant portion of their assigned duties, or whose immediate duties include leading or managing such work.
- computing hardware, software, personnel, and services directly supporting:
 - administrative and business functions of the university
 - teaching, learning, research, and outreach missions of the university
 - communication and collaboration
 - security, data integrity, and compliance for university activities
- professional and consultative services such as training on IT systems, help desk, business continuity/disaster recovery, enterprise architecture, and IT service management and operations.
- project and portfolio management and business analysis services when substantially involved in the development, delivery, support, and maintenance of computing hardware, software, and related services.
- user productivity services that enable community members to perform their day-to-day work: network access, user file storage, computer labs, desktop virtualization, endpoint backup solutions, support, printing, and software distribution.

Information Technology excludes:

- use of computing hardware, software, and related services without significant responsibility for developing, delivering, supporting, or maintaining them. Examples:
 - data entry
 - graphic design
 - printing and duplication services
 - production of multimedia content
 - creation of web content
 - using advanced features of spreadsheets or word processing software
 - use of advanced or administrative functions of an application to transfer or provision access to data
- analog telephony.
- closed/stand-alone computer systems that monitor or automate mechanical or chemical processes, such as fire alarm systems.
- hardware and software without a human interface.
- copiers and fax machines that are standalone equipment and not connected to the network.
- point-of-purchase systems and support.
- licenses or subscriptions to electronic information provided to users in lieu of books or magazines.
- reselling of hardware and software to university faculty, staff, students, departments, and units.