Service Catalog Study: Clarifications

1. How to report centrally-provided services (by DoIT) that are paid for by a division (chargeback, or fees)?

Examples: Common system charges (Microsoft agreements; Oracle; Peoplesoft; Common system operations; Imaging).

Who reports?

A. The division that uses the service and pays for it to the services provider:

- This is the “business owner” of the service.
- Report is by the **division**, not departments/units that belong to the division?

Divisions may choose to drill-down to the department/unit level.

Example: By the College of L&S, not by L& S departments.

- Should report the charges for the service.
- Should also report the PROVIDER of the service: the PROVIDER column in the template.

B. The services provider (e.g., DoIT):

- Report it as a campus-wide service.
- Report the total cost: The total chargeback for the service.

2. Same: for semi-centrally provided services: Services that are provided by a division to several of its departments/units, and the departments/units pay for these services. In this case:

A. The “business owner” is the department/unit.

B. The PROVIDER is the division.

Examples:

Event Management System (EMS); Moodle (Engineering); VCFA: Shared Storage and Shares Computing Services.

3. How to report campus-wide services such as O365, Canvas LMS that are operated by DoIT, divisions/units are NOT charged for them, but the division/department is expected to provide support for these services?

Who reports?

A. The division that uses the service:

- This is the “business owner” of the service.
- Report is by the **division**, not departments/units that belong to the division? Example: By the College of L&S, not by L& S departments.
- Should report the costs for **local support** of the service.
- Should also report the PROVIDER of the service: the PROVIDER column in the template.

B. The services provider (e.g., DoIT):

- Reports it as a campus-wide service.
- Reports the total cost?

4. **Division Use** attribute: Specifies the number and names of the divisions to which the services is available.

A. Campus-Wide: Provided by DoIT to the entire campus. Just indicate “campus-wide;” no need for names of divisions.

B. >=Divisions/Departments (?):

· Provided by DoIT to 2 or more divisions, but not to all divisions. Indicate names of divisions.

· Provided by a division to 2 or more departments, but not to all departments. Indicate names of departments?

C. 1 division/department:

· Provided by DoIT to 1 division only. Indicate the name of division.

· Provided by a division to all department. List the name of the division; no need for names of departments.

5. Who defines outcomes with respect to “the outcomes that the service enables users to achieve?” Is this defined by the users, DTAG, or business process owners, or other?

· Defined by the business process owners.

6. Will there be guidance on how to label and/or categorize software contracts and services? For example, Digital Measures is contracted for by multiple divisions – while each division would report on this, there is value in knowing that multiple divisions are contracting for the same service/s. How should such information be labeled or categorized to facilitate more in-depth analysis of such costs to the institution?

· Divisions should use the **same names** of such services, such as Digital Measures, Event Management System (EMS), BuckyNet, etc.

CAN WE GET A LIST OF NAMES OF ALL/MOST OF THESE SERVICES?

· The **names of the business processes** supported by the service (the Comments column) will also help in identifying services that are used by multiple divisions.

· Enter information about the PROVIDER.

7. Some IT services straddle the proposed buckets, directly supporting teaching, learning, and research (services that may belong to two or more categories):

A. Categorize the service according to the **main category** that it supports.

B. If a service supports two categories equally (50-50 split):

· List it twice, under each of the two categories?

· Split the cost/charge?

8. What differentiates/defines “business owners of services” vs “IT Professionals?” Could there be cases where these are one and the same?

· There could be cases where the two are one and the same.

Examples:

Help Desk Ticketing System: The business owner may be the IT department that provides the service.

9. Some units make considerable IT investments that do not directly support faculty, staff and students. Their customers are outward facing (e.g., Athletics).

Primary users/customers of a service may be internal users/beneficiaries, or external users/beneficiaries.

10. What is the formula for calculating the cost of a service?

- Based on: chargebacks; fees to service provider; local direct and indirect costs (FTE; data storage, server costs, etc.); service agreements/licenses; more?
- Best estimate/guess?

How does one account for grants, gifts, etc. when calculating costs? We all need to be consistent in how costs are calculated or the results will be meaningless.

- Suggestions?

11. The accuracy of FTE counts per function is challenged. In some/many cases, support roles will overlap some FTE percentage with the individually identified activity. For example, database services may overlap in data analytics. This overlap will occur in other areas and should remain a part of the discussion. How should such information be collected and reported?

- Best estimate/guess?
- Suggestions?

12. **Description** attribute: For an HR service: Start the description by stating 'HR,' then proceed to complete the description. For a FINANCIAL service: Start by 'FIN.'
13. The spreadsheets will be pre-populated with DoIT services before they are sent to divisions.
14. We need a list of the Point persons in each division: The divisional IT Leader and business leader (TAG members)

Other questions/comments:

Will this be a public facing service catalog or is it for internal use only?

- Initially: internal use. Later: Service portal (possibly).

Who collects data from embedded research units within Colleges/Schools, etc. (eg. WCER). DTAG rep or RTAG rep? How should these efforts be coordinated?

- Point persons in each division: The divisional IT Leader and business leader (TAG members).

How should the data be reported back to the DTAG chair?

- Excel spreadsheets, one per category.

How will the data be collected? i.e., : self reporting, observation, surveys, questionnaires, interviews, etc. List the questions to be asked in each department/division to ensure everyone is asking the same ones.

3. DTAG:

a. Responsibility for collecting data: Divisional representatives (IT leader, business leader) on DTAG.

b. Divisional IT leader: Collects data about central divisional services.

c. Engages departmental IT/business leaders to collect data about departmental services. Example:

Have a conversation with the group of departmental IT/business leaders that support services in each of the categories - Teaching and Learning; Research; Administration and Business Services; etc. – and help them in collecting data about their services.

d. Data will be assembled by the DTAG Chair/Executive Board.

4. All data will be sent to Exec Dir for IT Planning and Strategy.