

IT Support for Departmental Administrative Staff

Background:

The University of Maine System (UMS) IT Strategic Plan has no comprehensive vision for managing computers provided to University of Maine (UM) departmental personnel. Typically purchased by individual departments, these computers operate basic business software and other software provided by the UMS IT. Though central IT is charged to support these computers, there is no mechanism or schedule in the System's IT Plan for hardware/software update or replacement. Further, the System's IT Plan does not give adequate weight to providing as-needed software training to non-faculty, especially administrative assistants and other departmental personnel whose workflow is critical to the well-functioning of administrations throughout campus in support of UM's academic and research missions. Anecdotally, outdated software/hardware, combined with inadequate training opportunities, has caused disruptions in personnel work, from hardware failures to inability to effectively use key software deployed throughout the System. Such issues have also raised security concerns. However, to date, no systematic study has been performed to determine the state of non-academic computing on campus.

Motion:

Motion: The Faculty Senate calls on the University of Maine and the University of Maine System to

- 1) Determine and implement policies and procedures for managing computers supported by central IT staff, including mechanisms and schedules for update and replacement;*
- 2) Provide as-needed training support for software used by administrative assistants and other departmental staff; and*
- 3) Charge IT to first perform an inventory of hardware/software used by UM admin staff and then undertake an analysis of the data to establish the state of non-academic computing at UM, both its hardware and software.*

To ensure timely support of administrative staff, and by extension students and faculty, this program must be implemented prior to the start of the 2015-16 academic year.

Amendment: In consultation with the Ad Hoc IT Advisory committee and appropriate committees of the Administration representative of the faculty and staff.