SET IT Discovery
Preliminary Findings
Introduction

- Research Support
- Applications
- Analysis of Services
Responses

- 25 IT units submitted responses
- 158 technology submissions
- 193 IT staff described
Responses

Non-Central Staff
193 (Headcount)
Methodology

- Reviewed submissions on a per-unit basis, validated understanding with each IT unit lead
- Reviewed the submissions on a per-service basis to understand gaps and differences between how each service is offered
- Explored the data using Tableau to gain additional insights
- Summarized major considerations and gaps in information
Support for Researchers
IT Time Spent on Researchers

- Work for Researchers: 3,834 hrs/mo
- Work for All: 26,829 hrs/mo

However, this includes data centre, phone lines, corporate front-end applications, AV equipment for learning spaces, and others that would not usually be associated with research.
IT Time Spent on Research Equipment

- Work for Researchers: 872 hrs/mo
- Work for All: 26,829 hrs/mo

However, this includes support for staff, students, instructors and others that would not usually be associated with research equipment.
IT Time Spent on Research Equipment, for Researchers Only

- Work on research-specific equipment & applications, for researchers only: 279 hrs/mo
- Work for All: 26,829 hrs/mo

Note: Does not include hours spent on infrastructure related to research, such as a network within a research lab.
Time Spent on Researchers

- Suspect a lot of responses included “work for researchers” without distinguishing which work was in support of researchers performing their research.
- Majority of support is desktop and applications.
- ~279 hours/month support for research-specific technology across the whole institution.
IT Support Provided to Researchers

- Faculties have differing levels and types of support for researchers, e.g.
  - Computer evergreening
  - Support for administrative activities
  - Patching & security
  - Development or support for research-related code
  - Fabrication/support of hardware to support research projects

- “IT support for people who are researchers” vs. “IT support for research equipment and applications” are not well distinguished in the data
Applications
Administrative Applications

186 applications

- Content Management System: 25.8%
- HR Tools: 17.2%
- Hiring, Contracts and Job: 14.0%
- Financial: 11.8%
- Event Management: 8.8%
- Benefits and Pensions: 7.5%
- Procurement / Storeroom /: 5.4%
- Voting System: 4.3%
- Staff Directory/Profile: 3.2%
- Training: 2.2%
Content Management Applications

24 applications

- Student Services: 4.2%
- Science: 16.7%
- Rehab Medicine: 8.3%
- Nursing: 4.2%
- LAMS: 20.8%
- ADV: 4.2%
- ALES: 4.2%
- Arts: 16.7%
- AUG: 4.2%
- EXT: 8.3%
- FoMD: 8.3%
HR-Related Applications

41 applications
HR-Related Applications

- HR Applications in HRS
- HR Applications elsewhere

![Bar Chart](chart.png)
Student & Academic Applications

Academic Solutions

- Research: 17
- Academic Review: 4
- Grant Management: 4
- Accreditation: 3

External Client Solutions

- Student-facing App: 19
- Student Management: 18
- Teaching/Course Information: 16
- Alumni: 11
- Summer Camps: 9
- Timetabling and Registration: 7
- Customer Relationship Management: 5
- Practicum: 3

Unit Specific Solutions

- Library Tools: 21
- Information Repositories: 18
- Specialized App for Hardware: 18
- Electronic Medical Records: 11
- Special-Purpose Apps: 10

Legend:
- UAI
- Student Services
- Nursing
- LAMS
- HSR
- HRS
- FOMD
- FGSR
- EXT
- EDU
- AUG
- ASB
- Arts
### Prioritization Matrix

<table>
<thead>
<tr>
<th>Strategic Impact/Value/ Benefits</th>
<th>Potential cost savings</th>
<th>Current FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Potential service improvement</td>
<td># of units with different service scope/standard</td>
</tr>
<tr>
<td>Ease of Implementation</td>
<td>Time required to consolidate</td>
<td># of unconsolidated technologies/# of consolidated</td>
</tr>
<tr>
<td></td>
<td>Investment required to rationalize</td>
<td># of units with different technologies</td>
</tr>
<tr>
<td></td>
<td>Faculty/Unit willingness to consolidate</td>
<td>Anecdotal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PRIORITY 2</th>
<th>PRIORITY 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>DO NEXT</td>
<td>DO NOW</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DO LAST</th>
<th>PRIORITY 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>DO LATER</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STRATEGIC IMPACT</th>
<th>EASE OF IMPLEMENTATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>H</td>
</tr>
<tr>
<td>M</td>
<td>M</td>
</tr>
<tr>
<td>L</td>
<td>L</td>
</tr>
</tbody>
</table>

- **H**: High Stragetic Impact/Value/Benefits
- **M**: Medium Stragetic Impact/Value/Benefits
- **L**: Low Stragetic Impact/Value/Benefits

- **H**: High Ease of Implementation
- **M**: Medium Ease of Implementation
- **L**: Low Ease of Implementation
Base Grid

Subject to change based on the creation of the transition roadmap where additional factors will be included.

Note: There is a wide range of values between faculties for each service.

Note: Prioritisation != scheduling
Next Steps

Create a Transition Roadmap

- Transition Roadmap
- Next step: Determine the sequence in which IT services will move into the new administrative model.
Near-Term Information and Engagement Opportunities

Ask SET Anything: IT Staff Edition
February 19, 2021 2:00 PM - 3:00 PM

SET-IT Stream Information & Feedback Page

SET FAQ

IST Leadership
Additional Resources

SET Operating Model
Staff Transitions