

2. ITS Service Overview

2.1 Mission

The key themes of our mission are collaboration, service, effectiveness and leadership. Our mission is:

“to work closely with faculty, students, colleges and departments to provide services and leadership that support and enable teaching, learning, research and administrative service delivery through the effective use of information and communications technology”

2.2 Federated Model of ICT Service Delivery

The University has adopted a federated model for the provision of ICT services. The federated model typically is used in large universities and businesses as it combines the benefits of both the centralized and decentralized support models.

Under this model, ITS does not provide all ICT services on campus. Rather, the responsibility for service delivery is shared between the central ICT organization, and, colleges and administrative units.

“... individual units (colleges, departments, or administrative units) have both responsibility and budget to address local needs, and central units ... provide institution-wide services where it is appropriate and effective for them to do so. Inherent in this approach is a requirement for cooperation and collaboration, rather than competition ...”

ICT Foundational Document, June 2003

While there are no “black and white” rules to define central vs. unit responsibilities for ICT services under a federated model, there are some guiding principles in general use to help organizations define specific responsibilities.

Colleges and administrative units are responsible for services that address the specific (often discipline-specific or local) needs of their students, faculty and staff. They can provide those services “in-house,” contact an external service provider or purchase them from ITS on a fee-for-service basis.

The central ICT organization (ITS), colleges and administrative units share responsibility for:

- Service planning
- Standard setting
- Enterprise (administrative) systems development
- ICT Security

The central ICT organization (ITS) is responsible for services:

- that are used by faculty, students, researchers and staff in all colleges and administrative units across campus,
- that are most cost-effectively provided centrally (economies of scale),
- that require interoperability among colleges and departments.

2.3 Services

The services that are provided centrally for the campus community are often called “foundational,” “baseline” or “core” services.

Most of ITS’ services support teaching, learning, research and service delivery. These services include:

- Research and Educational Network
- E-Communication and Collaboration
- Identification, Authorization and Authentication
- Desktop Support
- Help
- Training
- ICT Security

We also provide foundational ICT services that are unique or specific to each of the following: teaching, learning and research and administrative service delivery.

- Instructor Support
- Learner Support/Student Computing
- Research Computing
- Administrative Information Systems

Section 3 outlines the ITS’ maintenance initiatives required to ensure that these core IT services are kept operational, reasonably up to date and secure in order to meet the needs of the entire University. Section 4 outlines investment initiatives to enhance and/or expand these services to meet the changing and increasing needs of the University.

2.4 Organizational Structure

The first two levels of the ITS organizational structure are shown in the chart below:

