

8. Office Space

To be effective in service delivery and supporting the strategic directions of the University, ITS requires space that is suitable and conducive to providing services in a cost-effective manner.

ITS offers two types of services. Direct or Dedicated services are provided to individual colleges and administrative units. General services are provided to the campus community. Each of these services has different space requirements.

8.1 Direct/Dedicated Services to Colleges and Administrative Units

Direct or Dedicated services are provided to colleges and departments to address their specific needs. These services may take a number of forms, ranging from an academic focus such as in Engineering and Geological Sciences, to instructional support (desktop and college IT support for Kinesiology).

Direct services are best delivered where the support staff are “at the elbow.” This proximity allows for prompt response, a better rapport and, over time, a better understanding of the client’s needs.

Space for this staff is provided by the colleges and administrative units, and is usually suitable to needs of the service being delivered. For some staff this is a permanent office while for others it is a shared workspace.

Currently Direct Services staff have office in the following buildings:

Building	Staff
Library	3
Geology	1
Engineering	2
WCVM	3
Security Services	1

In addition to these locations, some ITS staff provide Direct services to colleges and administrative units on a part-time or rotational basis (for example, for the College of Kinesiology). This staff has offices in either the Physics or Arts buildings.

8.2 General Campus Services

General campus services are those provided to all users, or all colleges. These services are utilized by faculty and students across the entire campus and in some cases by everyone on campus.

Because of their wide use, these services need to be delivered in a way that is readily accessible to the entire University community. Users want access to ITS’ services without traveling a long distance.

Currently, ITS General services staff are located in nine separate buildings on campus ranging from the RDJ Williams building to the Peterson building, and from the Education building to

the Administration building. The following table shows the buildings in which this staff have offices.

Building	Staff
Physics	33
Arts	27
Peterson	26
Education	12
Place Riel	7
Administration	5
J. Mitchell	5
RJD Williams	4
Research Annex	2

The large number of office locations creates significant negative impact on service delivery.

- Users must learn the locations from which various ITS services are delivered. Sometimes, users will go to the wrong location, and some will have to visit multiple locations to receive what should be a single set of services. As an example, computers are purchased in Place Riel, setup in Arts and repaired in Education. It is extremely difficult to build a single service delivery when our offices are spread over so many locations.
- Some staff are separated from the people with whom they must work. As examples,
 - The About-US support team, located in RJD Williams are separated from their clients in the Administration building. This adds delay to service response and reduces the perceived level of support delivered.
 - Database experts (located in Peterson) are separated from software developers (located in the Mitchell, Physics, RJD Williams, etc.) with whom they must work on a daily basis.
- The physical separation also tends to cause people to focus on just “their piece of the puzzle,” as that is all they see. This leads to reduced service levels and a less cohesive unit. It is also more difficult to manage staff located in many locations.

In many areas, the office space is inadequate to meet our needs. For example:

- In the help desk area, four full-time staff share works desks.
- The Campus Computer Store does not have sufficient space for offices or to carry the range of products and services needed on campus. There is a safety risk resulting from the piles of boxes in staff work areas.
- Allergens, present in the Help Desk Services space in the Arts Building, cause a high level of sick time and forces ITS to reassign and/or relocate staff to other areas resulting in a negative service impact.

It can take many months to find space for required staff. For example, the USR-net project was underway for 12 months before securing staff space. The lack of adequate office space has delayed the hiring of the people needed to complete the project and therefore delays project completion. Significant effort is spent trying to find space for staff.

8.3 Recommendations

In order to improve our services to instructors, students, researchers and staff, ITS recommends:

- A consolidation of our office space to two or three locations. This would improve productivity and bring together staff into a more efficient and cohesive unit.
- The establishment of “IT Central.” Like Student Central, this will provide a single location (one stop) for all “front-line” ITS services including help, desktop support, consulting, desktop sales, workstation repair, and, if possible, training. IT Central must be located in a location that is convenient to instructors, students, staff and researchers.