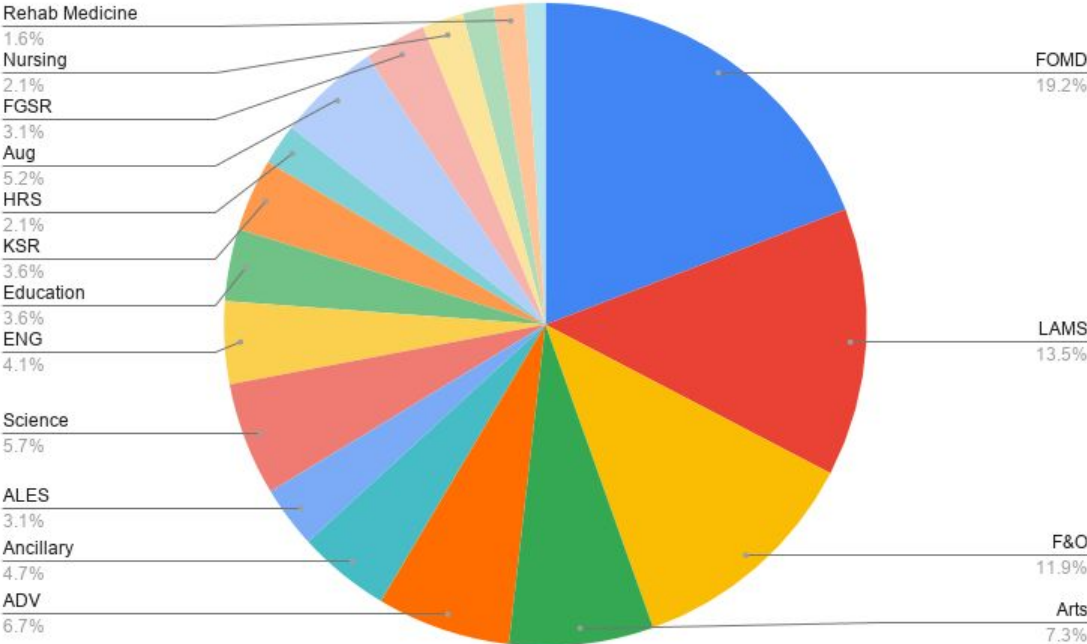# Introduction

- 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)

Category	Percentage
Rehab Medicine	1.6%
Nursing	2.1%
FGSR	3.1%
Aug	5.2%
HRS	2.1%
KSR	3.6%
Education	3.6%
ENG	4.1%
Science	5.7%
ALES	3.1%
Ancillary	4.7%
ADV	6.7%
FOMD	19.2%
LAMS	13.5%
F&O	11.9%
Arts	7.3%

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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
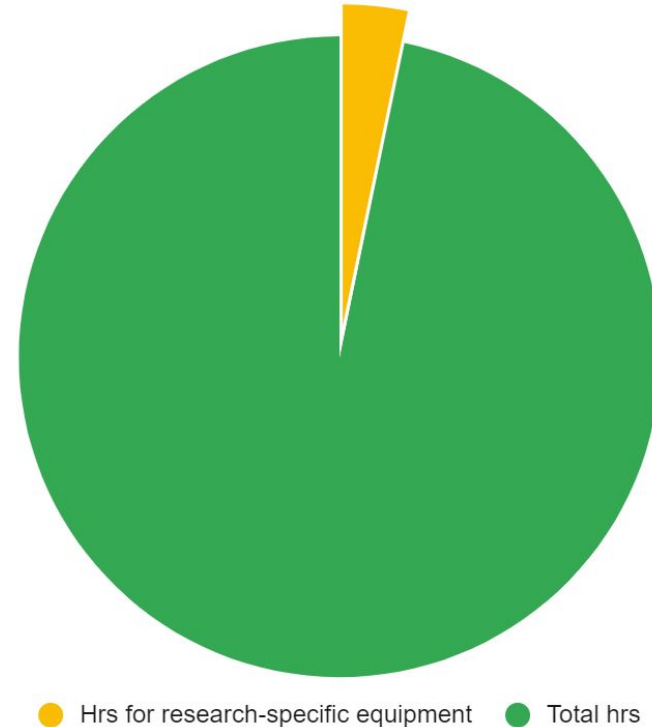- Work for All: 26,829 hrs/mo

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.

Hrs for researchers   Total hrs

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IT Time Spent on Research Equipment

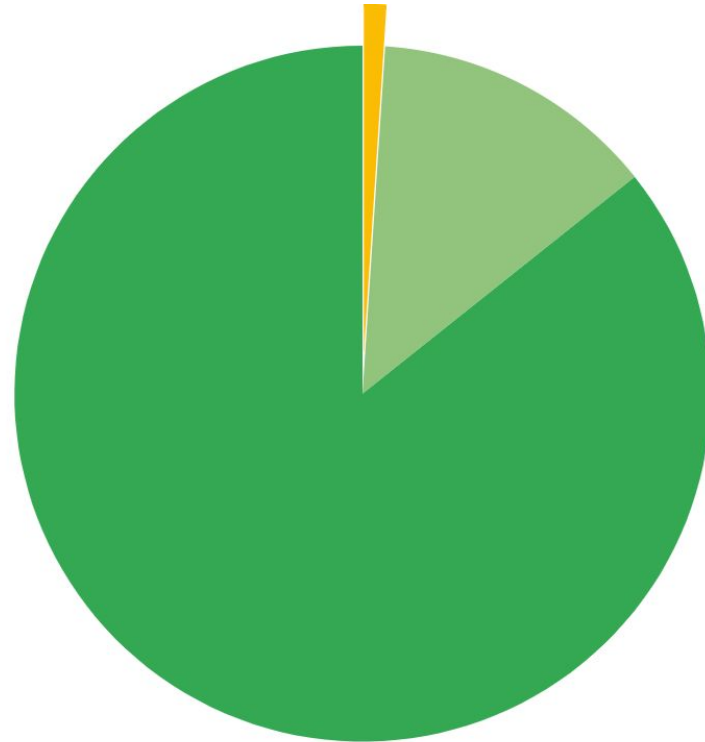- Work for Researchers: 872 hrs/mo
- Work for All: 26,829 hrs/mo

However, this includes support for staff, students, instructors and others that would not usually be associated with research equipment.

Legend: Hrs for research-specific equipment (yellow) • Total hrs (green)

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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

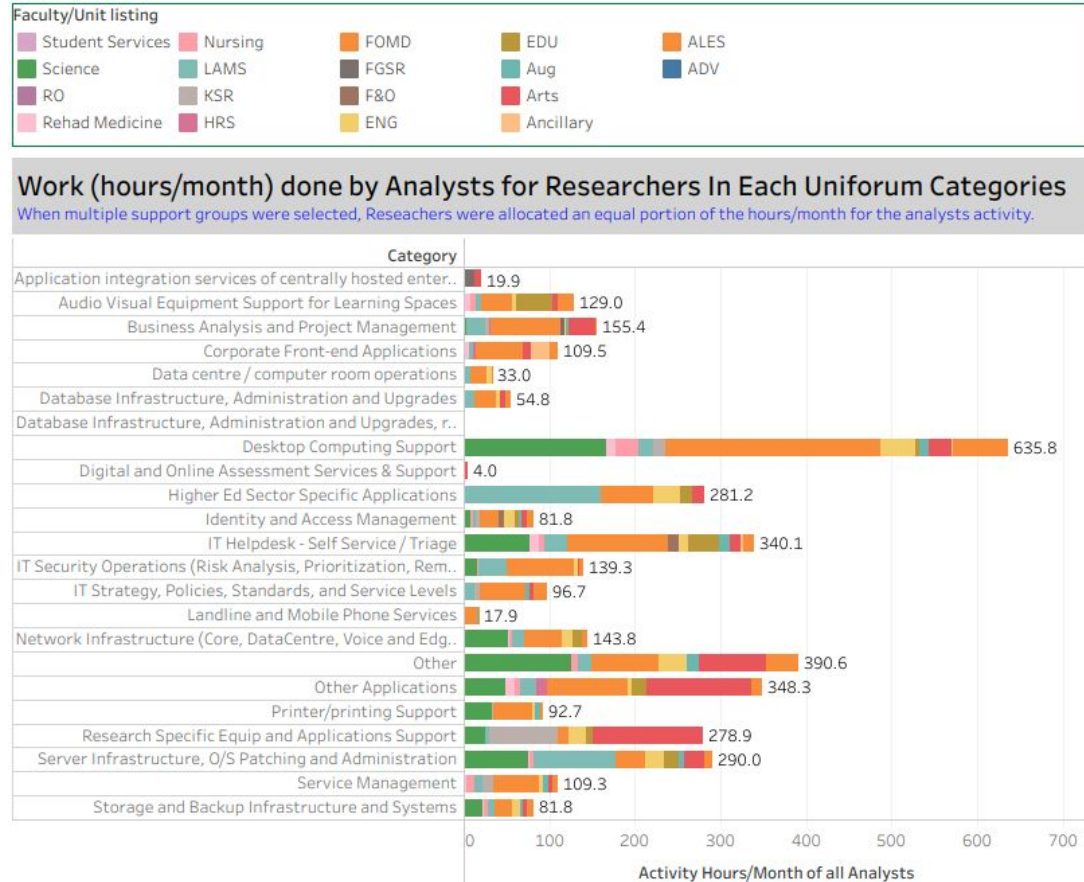Note: Does not include hours spent on infrastructure related to research, such as a network within a research lab.

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● Hrs for research-specific equipment for researchers ● Hrs for researchers ● Hrs on everything else

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.

Faculty/Unit listing

Student Services	Nursing	FOMD	EDU	ALES
Science	LAMS	FGSR	Aug	ADV
RO	KSR	F&O	Arts	
Rehad Medicine	HRS	ENG	Ancillary	

Work (hours/month) done by Analysts for Researchers In Each Uniforum Categories
When multiple support groups were selected, Reseachers were allocated an equal portion of the hours/month for the analysts activity.

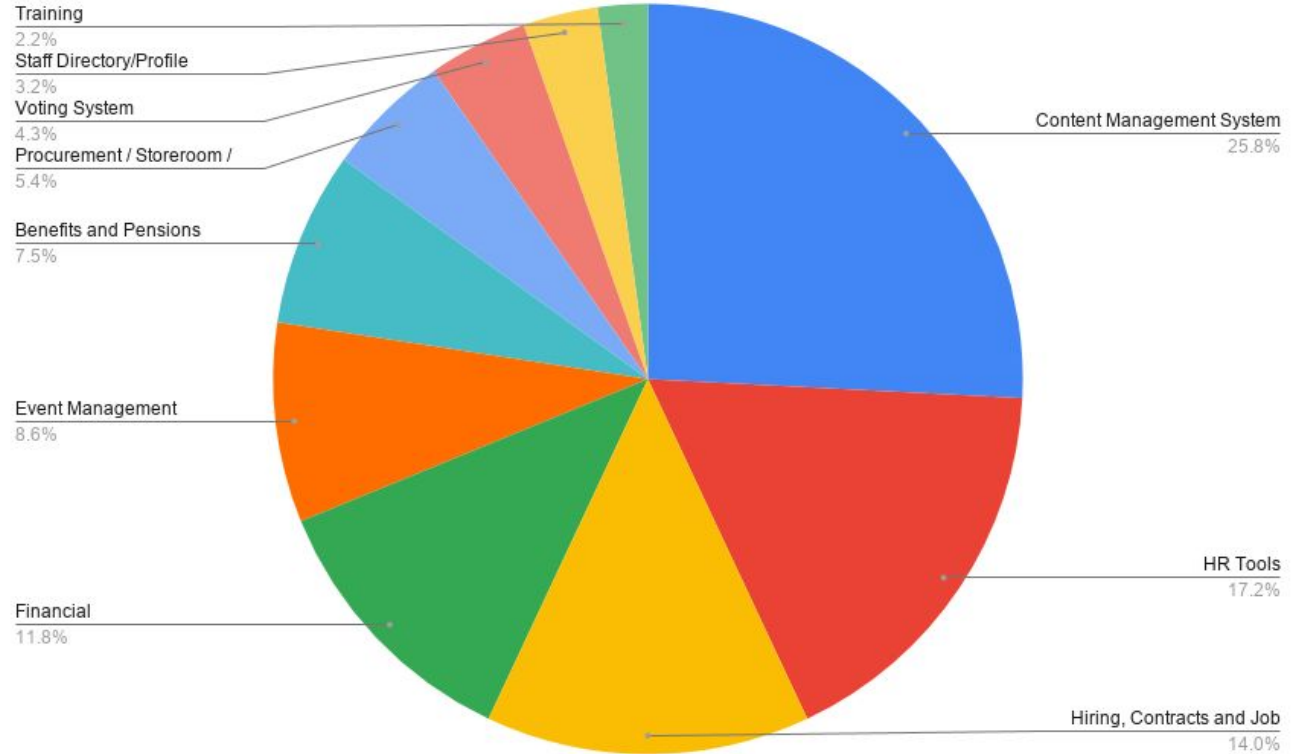| Category	Activity Hours/Month of all Analysts
Application integration services of centrally hosted enter..	19.9
Audio Visual Equipment Support for Learning Spaces	129.0
Business Analysis and Project Management	155.4
Corporate Front-end Applications	109.5
Data centre / computer room operations	33.0
Database Infrastructure, Administration and Upgrades	54.8
Database Infrastructure, Administration and Upgrades, r..	
Desktop Computing Support	635.8
Digital and Online Assessment Services & Support	4.0
Higher Ed Sector Specific Applications	281.2
Identity and Access Management	81.8
IT Helpdesk - Self Service / Triage	340.1
IT Security Operations (Risk Analysis, Prioritization, Rem..	139.3
IT Strategy, Policies, Standards, and Service Levels	96.7
Landline and Mobile Phone Services	17.9
Network Infrastructure (Core, DataCentre, Voice and Edg..	143.8
Other	390.6
Other Applications	348.3
Printer/printing Support	92.7
Research Specific Equip and Applications Support	278.9
Server Infrastructure, O/S Patching and Administration	290.0
Service Management	109.3
Storage and Backup Infrastructure and Systems	81.8

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
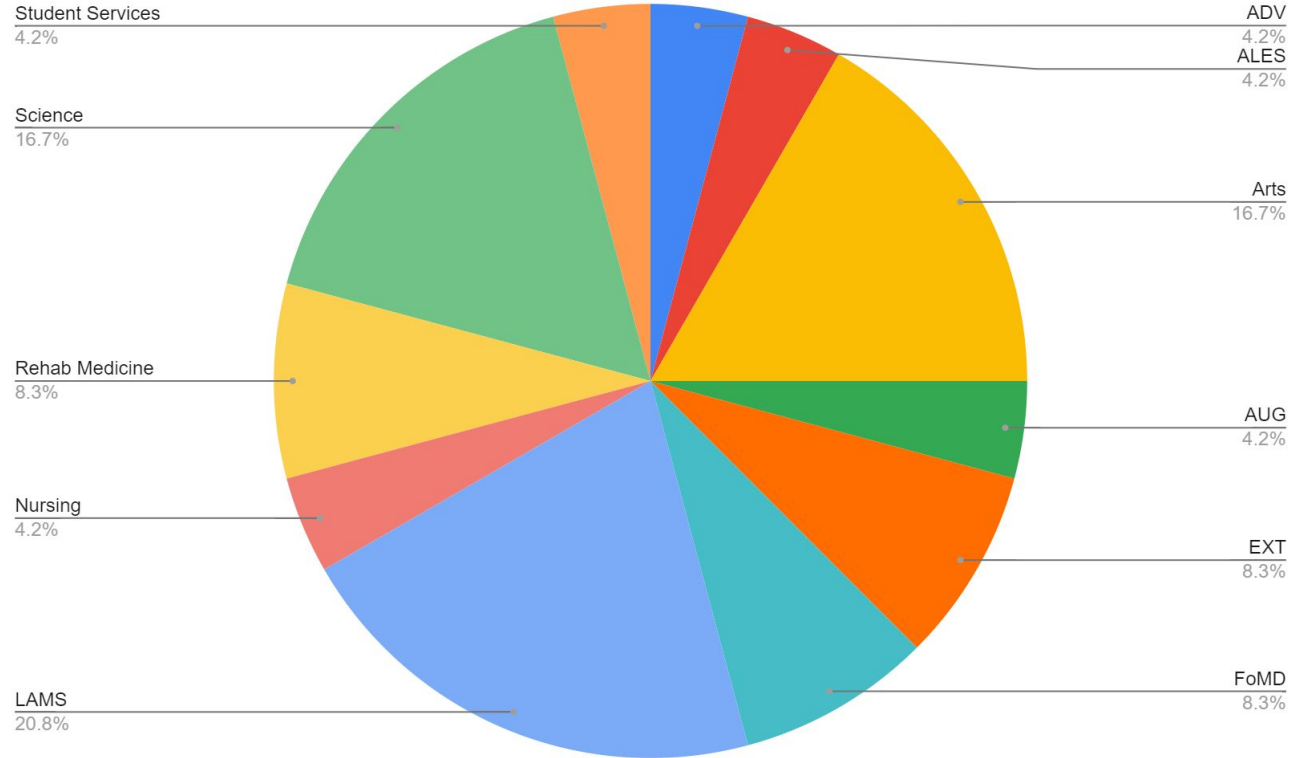
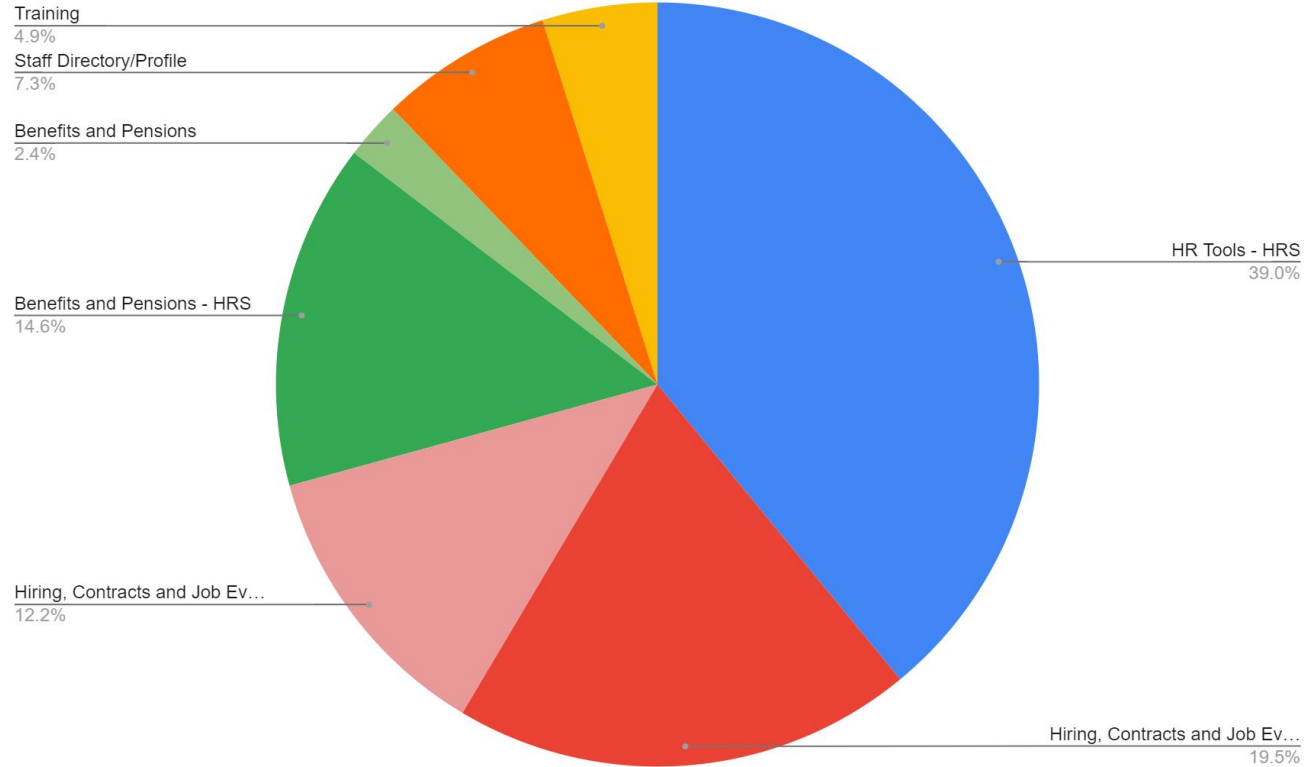# Applications

Administrative Applications

186 applications

- Training 2.2%
- Staff Directory/Profile 3.2%
- Voting System 4.3%
- Procurement / Storeroom / 5.4%
- Benefits and Pensions 7.5%
- Event Management 8.6%
- Financial 11.8%
- Content Management System 25.8%
- HR Tools 17.2%
- Hiring, Contracts and Job 14.0%
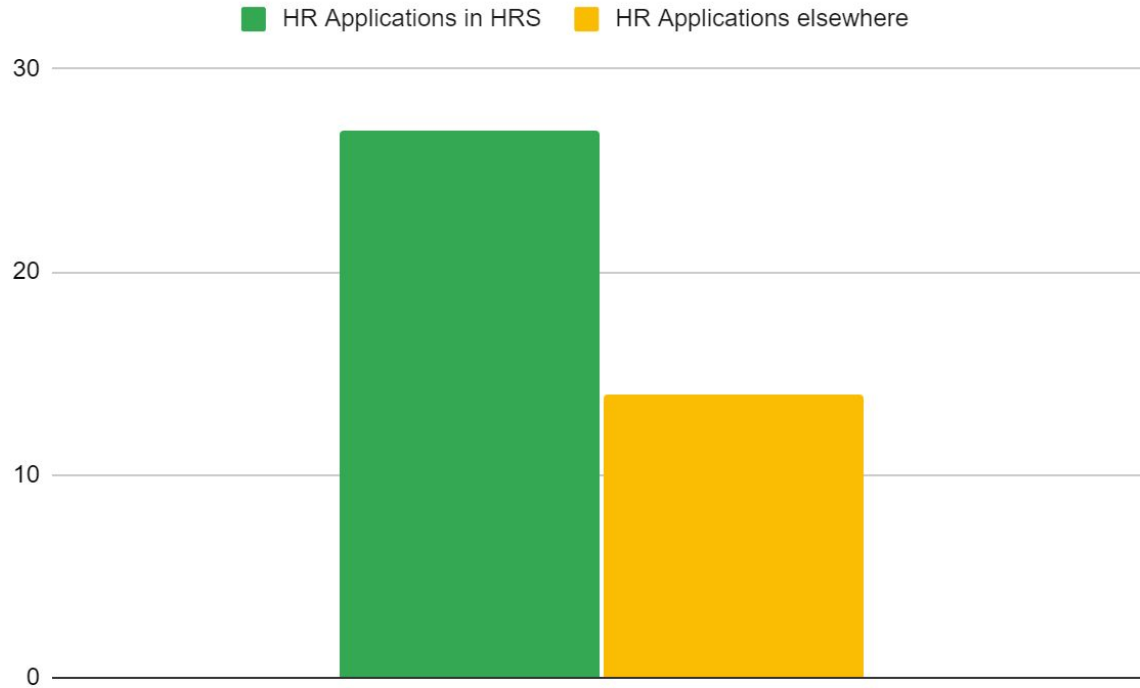
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Content Management Applications

24 applications

HR-Related Applications

41 applications

Training
4.9%

Staff Directory/Profile
7.3%

Benefits and Pensions
2.4%

Benefits and Pensions - HRS
14.6%

Hiring, Contracts and Job Ev…
12.2%

HR Tools - HRS
39.0%
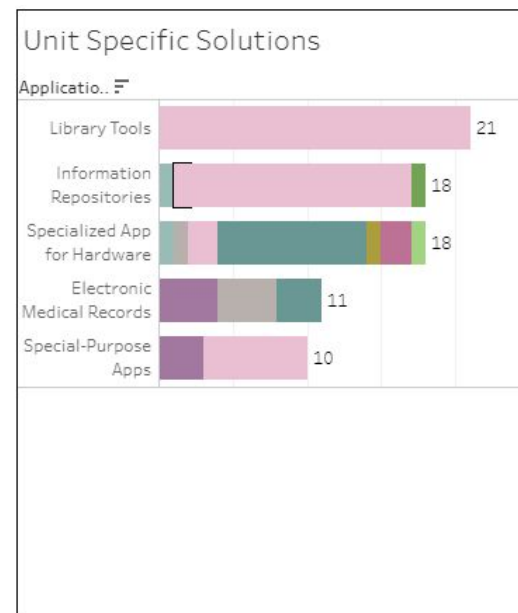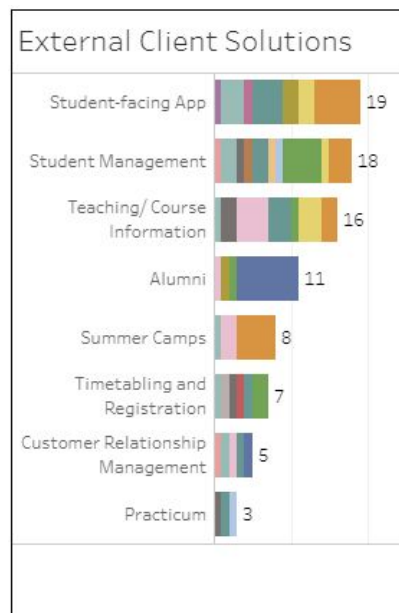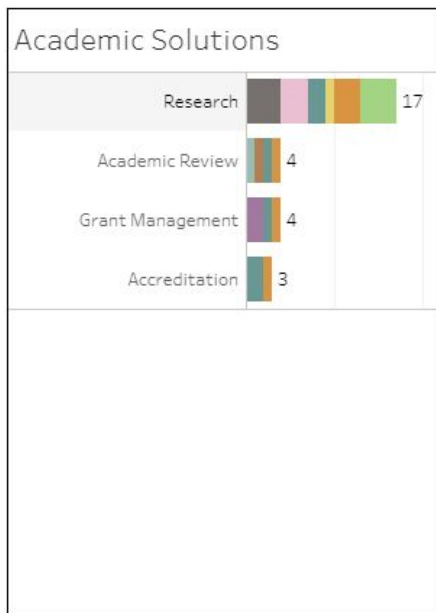
Hiring, Contracts and Job Ev…
19.5%

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HR-Related Applications

Student & Academic Applications

Academic Solutions

Category	Value
Research	17
Academic Review	4
Grant Management	4
Accreditation	3

External Client Solutions

Category	Value
Student-facing App	19
Student Management	18
Teaching/Course Information	16
Alumni	11
Summer Camps	8
Timetabling and Registration	7
Customer Relationship Management	5
Practicum	3

Unit Specific Solutions

Applicatio..

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

Legend:
UAI, Rehab Medicine, HRS, EDU, ADV
Student Services, Nursing, FoMD, AUG
Science, LAMS, FGSR, ASB
RO, KSR, EXT, Arts

Analyzing Services

Prioritization Matrix

Strategic Impact/Value/ Benefits	Potential cost savings	Current FTE
	Potential service improvement	# of units with different service scope/standard
Ease of Implemen-tation	Time required to consolidate	# of unconsolidated technologies/# of consolidated
	Investment required to rationalize	# of units with different technologies
	Faculty/Unit willingness to consolidate	Anecdotal

PRIORITY 2
DO NEXT

PRIORITY 1
DO NOW

DO LAST

PRIORITY 3
DO LATER

STRATEGIC IMPACT

H

M

L

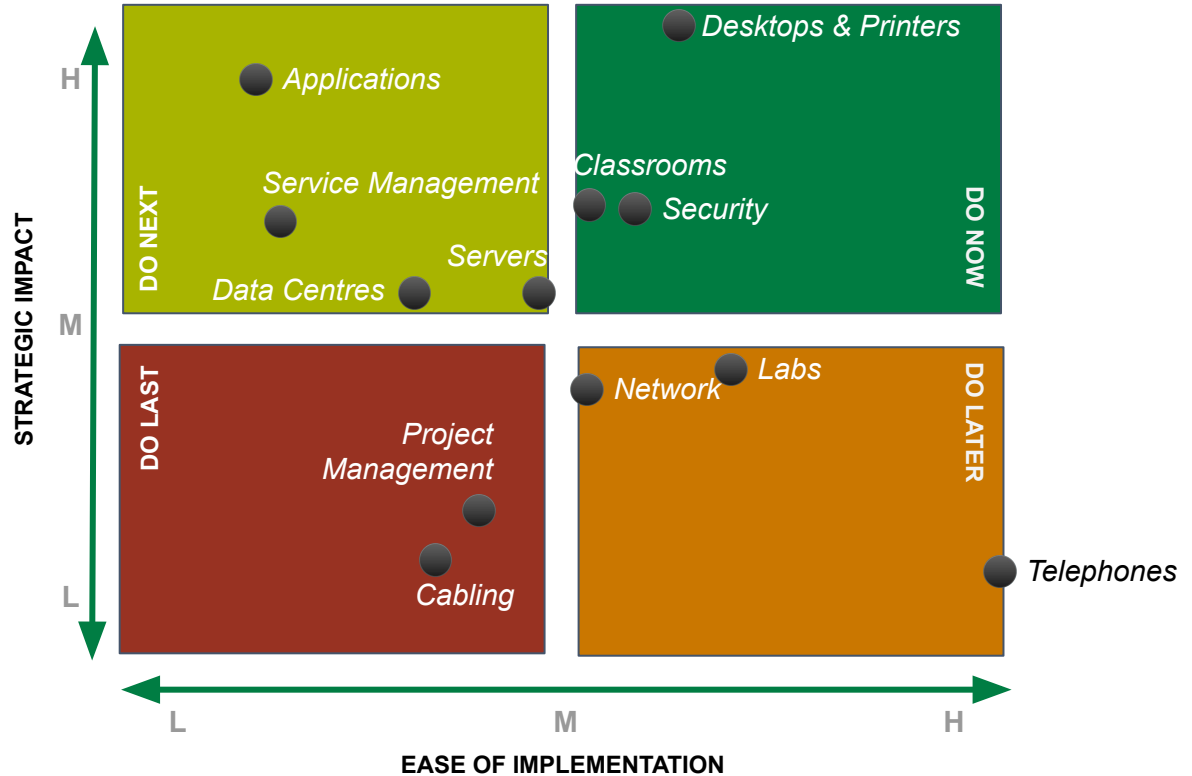EASE OF IMPLEMENTATION

L   M   H
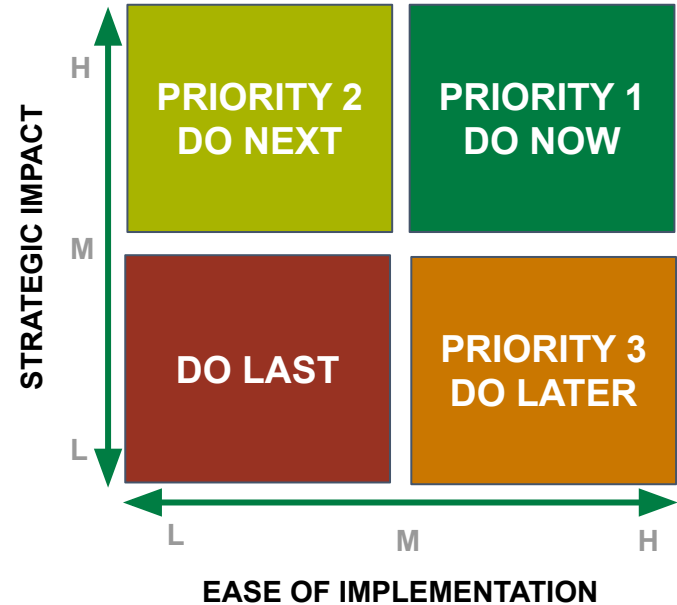
Base Grid

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](#)