Please complete the below information and submit to ovcafo@hawaii.edu as a word doc or pdf file by February 28, 2009. Please ensure the e-mail subject heading reflects the Department/School/College name followed by “First Level Review.” For example: SOEST – First Level Review.

Name of the Program __Information Technology Support Unit__________________

Program as used in this prioritization process can be a specialization, section, division, field of study, center, degree program, etc. The unit head, in collaboration with others as appropriate, must determine the level of analysis required.

How long has the program existed: __14 years___________________________________________

Department/School/College: ___School of Social Work_____________________________

The department would fall under which of the following Vice Chancellor’s offices?

__X__ Academic Affairs
______ Research and Graduate Education
______ Student Services
______ Administration, Finance, and Operations

How does the program fit into the larger administrative unit? (Describe in two or three sentences.)

It is a support unit directly under the Office of the Dean of the School of Social Work.

Briefly describe the program (no more than half a page):

The Information Technology Support Unit provides technical support services to the students, staff, and faculty of the School of Social Work.
Guiding Questions for the Review Process
IT Support

• What are the main goals and objectives of the program?

The main goal of the Myron B. Thompson School of Social Work Information Technology Office is to provide support to the School with technological needs for all faculty, staff, and students. The major objective is to provide the technical resources necessary for faculty and staff to perform their assigned duties and to minimize technology breakdowns in the work environment that might negatively impact the efficiency of the faculty and staff. A secondary objective is to assist students with technology issues that they might encounter in the course of their academic work at the school.

• What are the services it provides, and to whom (students, faculty staff, donors, other)?

Provides all computer/technology support services to all faculty and staff of the MBT SSW, and basic/limited computer/technology support to its students.

The IT Office provides the following services to all faculty, staff, and students on a full or limited basis:

- Maintain and repair all technology related equipment (including computers, audio-visual equipment, and other machinery)
- Maintain school’s computer lab
- Maintain inventory of all computer and audio-visual equipment
- Provide consultation to faculty and staff on technology purchases (hardware and software)
- Purchase computers, computer equipment, and software for the school
- Maintain hardware and software for the school (Admissions database, file servers, computers, general equipment)
- Maintain school’s website
- Coordinate the assignment, use, and loaning of technology equipment
- Setup and run computer and audio-visual equipment for presentations, classes, skill labs, and school related events
- Setup of new computers, computer equipment (printers, scanners, etc.), and software
- Provide consultation on general technology issues
- Train faculty, staff, and students on use of computer and audio-visual equipment and computer software

• What services does it receive from others?

None

• On what tasks/services does this program collaborate with others?

None

• Are these services elsewhere available at the University? In the surrounding community?

Limited. General troubleshooting services are provided by the University ITS Department. Any service that may require additional resources from the University’s ITS Department may be denied or a fee charged to the school.

Services from outside vendors (such as GeekSquad or other similar businesses) are available for purchase – but at cost that greatly exceeds the cost of maintaining a minimal support unit in the School of Social Work.

• What is the funding source(s) (state, self-sustaining, grants, etc)? At what level?

State G-Funds is the primary funding source for the single IT technician in the unit.

• Are there needs and demands for services that the program cannot meet? What are they, and how do they relate to the University’s mission?

The School is in need of a database developer to work on a new student tracking system – replacing the admissions database that has been in use for the past ten years. There is also a need for a person specializing in internet web design to update the various websites that the school maintains.
• How many, and what type of staff are employed?

One, ATP, IT Specialist is employed

• What are the basic responsibilities of each position? Which individuals are cross-trained and in what areas?

The responsibilities of the single position is as specified in the section describing services provided by the unit.

• What technologies are available?

The following equipment is provided by the School:

Desktops, laptops, printers, software that is supported by the University’s ITS Department, data projectors, and other basic computing needs. Audio-visual equipment include DVD players, VHS tape player/recorders, VHS and digital camcorders, monitors, PA systems (including amplifiers, speakers, microphones, and sound mixers), and lecture capture equipment.

Are there technological improvements that could be made to save on labor, or to improve the product/service offered?

The establishment of a local area network for the school would improve efficiency – but at a cost that the school cannot afford presently.

How does the program get technological support?

N/A

• How is the program’s success reviewed? By whom? How often?

A yearly evaluation of IT Staff is conducted with a web-based evaluation process. The supervisor of the IT Staff conducts the evaluation and the results are inputted into the system which is then evaluated by University HR department.

• What data or evidence does the program have that reflects on its performance?

Annual evaluations of the IT personnel.

• Do our peers have a similar program? How do they differ?

Most other units on campus maintain their own IT support units and most of those are substantially larger than ours.

• What opportunities exist for greater collaboration and team approaches in the delivery of services?

None that we have been able to identify.

• Are there efficiencies that could be gained by consolidating with a similar entity? Have such opportunities been explored before? If so, what was the outcome?

None that we know of.

• What strategies could result in better efficiencies in the program?

The establishment of an annual technology budget within the school and the development of a local area network.