

CSU, Chico – Enterprise Systems Technical Support Model

Statement of Purpose

Formalize and maintain an enterprise systems technical support model that spans the central IT technical organization and the decentralized IT support units by leveraging and building upon current working relationships. Optimize available talent and resources to achieve common goals.

History

CSU, Chico has a history of maintaining centralized technology support units as well as employing distributed technology staff to support the unique requirements of individual units. The advent of the CMS/PeopleSoft project required central coordination to combine skill sets of both central and distributed technical staff to support the initial implementations.

The technical support model for the CMS implementation provided essential central management and coordination that optimized scarce resources and allowed the analysis of, and timely responses to issues and problems. The model provided an opportunity to leverage the skills and knowledge of distributed technical staff.

Operations activities for the new enterprise systems, (updates, fixes, version upgrades, local modifications, etc.) require constant attention from functional staff as well as central and distributed technical staff. The enterprise operations and application development activities continue to be managed using the CMS implementation model.

Issues

Managing the university enterprise systems demands ongoing commitment of both central and distributed technical resources and requires coordinated planning to achieve goals.

Technical priorities of central and distributed technology staff must be balanced, and plans made to identify effective coordination opportunities.

Sustaining a technical support model where centralization and/or coordination will produce the greatest returns in terms of improving services, balancing university priorities, promoting technology standards, preventing major system disruptions, and providing accountability.

Proposal

- Adopt an enterprise systems technical model to support ongoing operations.
- Grant operational decision making authority to an enterprise technical director who will work with constituents to set priorities and allocate resources.

- Assign the enterprise technical director the role of working with the appropriate administrators to balance the workload of distributed technical staff between central and decentralized activities.
- Provide forums for discussion, input, and feedback that facilitate cooperation and process improvements across units.

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