Re-Shaping Library IT—August 2010

During the month of July the IT unit heads and I worked on a revised IT organization structure that is aimed at providing cohesive IT services to support the Library in meeting campus information needs. We were guided by the recommendations of the recent Library IT audit, and we considered input from a number of individuals in Library IT who responded to my calls for suggestions to develop more cohesive IT services. The revised Library IT structure aims to achieve several things:

- Integrate IT operations across the Main Library and Grainger Engineering Library;
- Provide seamless core IT support services across help desk, workstation and network support, infrastructure support and application services and support;
- Bring together programmers across the Grainger and Main Library in a development group that supports project management, group development and mentoring activities, and flexible project assignments.
- Provide consistent production IT support across the numerous Library IT services;
- Work effectively with the IT Prioritization and Review working group to allocate development resources to Library services and critical priorities.

The IT unit heads and I have outlined several changes in the Library IT organization structure. The main changes focus on re-casting the Infrastructure and Software Development group (ISD), and integrating Main and Grainger library IT operations. This will result in ISD going away, with the following two new groups being formed:

- Infrastructure Management and Support
- Development and Programming

**Please note: IDEALS as a program remains intact, but programmers report to Tom Habing in the Development group

The resulting new shape of Library IT, along with personnel assignments, looks like the attached graphic.

Services, and the Groups that provide them

In addition to the above re-shaped organization structure for Library IT, we are working through the list of service commitments to ensure that for each service there is a service manager, and someone assigned from Library IT to provide technical production support for that service. In some cases the service manager for a particular service will not be a member of Library IT (e.g., Instruction statistics database service manager is Lisa Hinchliffe).
There are many details to be worked out in this revised organization structure, and we intend to provide these in the next several weeks. We are seeking the support and advice of the Library administration and the Executive Committee as we break this new ground, and for that reason it may take some weeks to make the organization structure clear-cut. I ask your patience as we move forward. If you have questions, please feel free to ask.