Memo

To: Lacey Samuels
From: Sean Shang
Date: Apr 18, 2012
Re: Summary of past discussions about Botany IT

Since Dec 9, 2011, we have had several discussions of the future of Botany IT. This memo is to summarize previous discussions.

1. Mission:
   Lacey's expectation for Botany IT is: "IT should be invisible in this department". To further materialize her comment, we define the mission of Botany IT as: To minimize the impact of any IT related incident, and lower the stress level related to IT transitions, so that Botany members can focus on their core value - Excellency in teaching and research. Botany IT supports around 300 computers.

2. Organizational restructure:
   The IT manager will report directly to the Head of Botany for operational planning, and to Botany Administrative Director for HR issues. He will provide accurate information and professional perspective to the Head, and take full responsibility to lead Botany IT within his authority.

3. Staffing:
   The Service Delivery Proposal For Department of Botany (June 13th, 2011) by UBC IT Services states that "a minimum of two full-time IT support analysts are required to support the department's existing administrative systems and meet current service levels on an ongoing basis."

4. IT advisory committee:
   Selected Botany faculty members and external IT professionals have formed the Botany IT advisory committee to provide comprehensive advice and feedback regarding important IT issues.

5. Adoption of ITIL (Information Technology Infrastructure Library) and PMBOK (Project Management Body Of Knowledge):
   Botany IT will adopt ITIL as the framework for IT operational management and run projects according to the general guidelines and standards in the PMBOK guide.

6. Identify and package IT services:
   Botany IT will shift its focus from providing IT support to delivering IT services. We will package our current tasks into services by attaching warranty aspects to their functionalities. Within our limitation, we will actively seeking opportunities to roll out new services while continuously improving our current services.

7. Service level agreement:
   By creating service level agreements, Botany members and Botany IT will have a clear baseline for expectations and responsibilities. The agreement also functions as metrics for assessing our performance, and helps us to prioritize tasks and improve service quality.

8. Operational level agreement:
   To maintain service quality, operational level agreements need be created for IT service involving other departmental staff such as office staff.

9. Ticketing system:
   All job requests for Botany IT should be sent to the ticketing system through the identified methods. The KACE system will be implemented in the future, in cooperation with the Dean's office and participating science departments.

10. Education:
    Botany IT will provide IT related education such as lunch and learn series to increase awareness of effective IT practices. It will be a proactive way to mitigate the impact of IT incidents without the Botany members having to take too much time away from their core tasks.

11. Communication:
    By implementing stakeholder and change management, Botany IT will help Botany members through any IT related transitions.

12. Cooperation with other IT units:
    We welcome any opportunity to cooperate or coordinate with other IT units if it will benefit Botany members.