Dear Colleagues,

We want to share with you some important news about ITS and UIT.

The School of Arts & Sciences, the School of Engineering, The Fletcher School and the Office of the CIO have created a plan to strengthen organizational connections between ITS and UIT. Medford’s current structure has been in place for well over a decade and, although it has served us well in many ways, the University and technology demands have changed; much can now be gained by creating a more integrated approach to service and support. In March, we will launch a collaborative process to develop and implement a high-quality, integrated IT support model and service experience for the Medford campus that reflects both the critical and strategic importance of technology in education, research and administration, as well as a commitment to addressing the inherent limitations of the current IT support model to meet increasing community expectations. We expect the design process will take six to nine months, followed by an implementation phase. It will be informed by these high-level goals.

1. Make it easy and convenient for faculty, students and staff to access Tufts’ IT services.
2. Simplify internal operations by defining shared standards, policies, practices and processes.
3. Reduce support complexity and accelerate responsive IT service development by establishing campus-wide technology and support standards.
4. Increase strategic investment by reducing costs associated with delivering commodity services.
5. Coordinate IT planning by leveraging IT advisory and governance committees.
6. Foster an awareness and effective use of technology through community engagement, education, and training.
7. Create opportunities for IT professionals to develop deep expertise, share knowledge and apply new skills in support of Tufts’ mission.
8. Advance service excellence by redefining core IT services aligned with Tufts’ needs and priorities.

Leah Rosovsky, Scott Sahagian, and Jerry Sheehan, EADs respectively for the School of Arts & Sciences, the School of Engineering, and The Fletcher School, and David Kahle, VP for Information Technology, will comprise a Medford IT Executive Committee that will provide direction and guidance for this participatory process, including ensuring appropriate input from faculty, students and staff. We will review and approve organizational, operational, process, resource and service changes proposed by a set of working groups representing key service areas. Moving
forward, Tony Sulprizio, Director of Information Technology Services, will hold a dual reporting relationship to Scott Sahagian and David Kahle. Tony will join the UIT Directors in defining and implementing new approaches to IT service management and delivery for faculty, students and staff on the Medford campus.

In addition to the Executive Committee, an Advisory Committee comprised of the chairs of the working groups, and other key stakeholders, will help to coordinate the efforts of the working groups and support their progress. External consulting resources will be engaged to facilitate the process and provide subject matter expertise.

At this moment, we are not making any changes to how services are currently provided to our clients. Feel free to share information about this process. When plans are defined, we will send a broader message to the community letting them know how the changes will affect them (if at all) and when any changes will happen.

The leadership teams appreciate that you might want more information. As we proceed, we will keep the lines of communication open via periodic meetings, email updates and a website that details the progress of the working groups, as well as other pertinent information. And, of course, you can contact us at any time with questions, feedback or concerns.

This is an important and exciting time for Tufts. Thank you for your support and continued commitment to our success.

Sincerely,

David Kahle, VP for Information Technology & CIO, UIT
Leah Rosovsky, Executive Administrative Dean, School of Arts & Sciences
Scott Sahagian, Executive Associate Dean, School of Engineering
Jerry Sheehan, Executive Associate Dean, The Fletcher School
Tony Sulprizio, Director, Information Technology Services