

Lake Winnebago Region Restructuring
Project Decision

Note: The purpose of Project Decisions is to serve as a record of the agreement of the University leadership to pursue activities, operational processes, and policies that support the “Three Campuses, One University” credo. However, they do not—and cannot—commit the University to allocation of budgetary resources or additional personnel that might be required to pursue them. Such obligations take place through separate processes within UW Oshkosh. As such, the implementation of all Restructuring Project Decisions is always subject to resource availability.

Originating Work Group or Department:	Information Technology
Date Submitted for approval:	Examined by VCRG on 12/20/19
Decision Title:	Help Desk-Tier 1 Service

Recommended Decision

Help Desk (tier 1) service via phone and email will be provided to all three campuses from the current Oshkosh Help Desk. On-site (tier 1) service will be provided at all three campuses and coordinated by the Oshkosh campus Help Desk manager. Coordination of work on reported issues will occur through use of FootPrints, service desk software, Slack, communication channel software, and phone.

Background

The options were to continue the contract with DoIT or to provide the service ourselves.

Based on historical call volume from FOX and FDL, the increase would be no more than 2%. We feel we can handle this increase with existing staffing. Our current cost for the Oshkosh Help Desk is 2.25 FTE professional staff and 2.0 FTE student employees is \$219,443. FTE of 0.75 was transferred from classroom support as of January 2, 2019 in anticipation of the need to support the access campuses.

The total cost to contract with DoIT at our current call volume would be \$237,500 annually. While this is about the same as our staffing and software costs, we feel that using Oshkosh’s existing Help Desk brings us closer to our customers than contracting with UW Madison’s DoIT.

Budget Implications

\$6,500 from “Crosswalk Funding”

Next Steps

Signatures

Marki D. Rudd

I accept this recommendation

I do not accept this recommendation

Martin Rudd
Assistant Chancellor for Access Campuses
UWO-Fox Cities and UWO-Fond du Lac

Date: 01/07/2020

I accept this recommendation

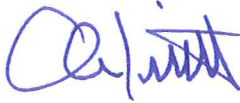
I do not accept this recommendation

Andrew Leavitt

Chancellor

UW Oshkosh

Date: 1/9/2020



Comments	