Rule of Thumb

Generally speaking, IT staff in units perform a variety of functions, including desktop support, network, server and storage administration, and security. The new ITS shared services have been designed to cover many of these activities. The expectation is that unit staff who hold positions that serve these functions will move to ITS. Some unit staff may perform activities in their unit that are not covered by the new services. For these cases, a rule of thumb was developed to guide decision making.

Does a position move?

The business case is based on analysis of job titles and current and future state support ratios (IT position: users). These factors were the main inputs into establishing a target number of positions, for each unit, that need to move to ITS.

Does a person move?

The decision of how many positions move over to the shared service is based on the overall amount of work that was in scope from the assessment, no matter how it was divided up amongst the staff. Some unit IT staff may perform a combination of activities that are covered by the new services and also perform unit specific work. In units with larger IT staff, the unit can decide which employees should move to ITS and which should stay in the unit based on their primary duties and skill set.

For units with fewer IT staff, a good rule of thumb is if 80% of the person’s activity will be replaced by the new services, a position should move to ITS.

How are remaining activities covered?

ITS will work with the unit to ensure that there is a way to get the retained work done. A unit should transfer “other work” to remaining IT staff in the unit if possible (this may work in units with a large IT staff). If that is not an option, the person may move with their “other work” to ITS. In these cases, ITS, the unit, and the staff member will evaluate the effectiveness of the arrangement over time.