



2. *IT organization: What is a central responsibility? A departmental responsibility? Where is there collaboration, overlap, competition, duplication?*

For example, consider instructional systems and support, research technologies, administrative systems, desktop support, help desks, security, and software licensing, and the various roles that different administrative, academic, or outside entities play in each.

3. *IT funding: What is funded centrally? Departmentally? Through recharge? By outside funds?*

This includes the expenditure mix (hardware, software, maintenance, services, salaries, benefits, space); salary levels, equity, and competitiveness; economies of scale; and even the processes for requesting and approving budgets.

4. *IT governance: Who sets the overall priorities for IT on the campus? What advisory committee structure currently exists? Who reviews the overall performance of IT on campus?*

For example, do the Executive Officers regularly (or irregularly) review IT campus priorities? Who decides how important IT is, or should be, when compared to other campus objectives such as undergraduate retention, graduate recruiting, quality of buildings, etc.? Is there a trustee committee that pays attention to the role of IT?

5. *IT issues: What are the current strengths and weaknesses of IT? What challenges lie ahead?*

For example, consider security (RIAA, CALEA, audit, personal-information breaches), system integration (single signon, data replication), collaboration and/or tension among IT-providing entities (among central groups, or with departmental groups, libraries, research groups, corporate partners), the student experience (online registration, instructional-management systems, library reserves, media classrooms, privacy, Facebook), the faculty experience (research support, online grading, information about students), the modernity, quality, flexibility of administrative systems, and the responsiveness & capacity of network-based services (email quotas, file transfers).

6. *IT prospects: What has been proposed? What has been achieved? What are the goals for any change?*

Are there prior studies, recommendations, or implementation attempts relevant to our discussions? What themes recur in formal discussions? How about in the hallways or on the street? The grass is always greener elsewhere – but what specifics most frequently accompany the assertion? If change is going to take resources, are these new resources, reallocations from non-IT efforts, or reallocations within IT? What are the sacred cows, and why are they sacred?