

MEMORANDUM OF UNDERSTANDING: MAPPING TO IT STRATEGIC OBJECTIVES

- IP1 – Understanding the needs of our users
- IP2 – Define IT accountabilities, responsibilities, and authorities, available resources, and support, and clearly communicate these to our users
- IP5 – Continuously improve and optimize IT processes, workflow, and platforms

Initial pilot with Faculty of Math



MEMORANDUM OF UNDERSTANDING (MOU)

The Memorandum of Agreement (MoU) between IST Client Services and a faculty will

- document current account representative support agreements
- define role of the account rep, and look for improvements
- provide an opportunity to identify gaps between current state and desired state with respect to IST services.



SOME THOUGHTS

- IST account rep should be thought of as a member of your Faculty.
- IST account rep must not lose touch with IST services and initiatives.
- Transparent process. All documents on <https://sharepoint.uwaterloo.ca/sla>.



ACCOUNT REP ROLE

- IST Account Rep is point of contact for Faculty.
- IST Account rep escalates as needed to other IST groups/staff.
- Communication from IST
 - » Updates at Faculty IT meetings
 - » Arrange for IST service owners to attend Faculty IT meetings
- Monitor and review client feedback and investigate corrective action if required.



REPORTING IT ISSUES

- Clients should know who to go to for help with their IT issues.
- Clients need to know how to submit requests.
- IST Service catalogue should be an easy way to learn about and request IST services. More work to do on this.



SUPPORTING DOCUMENTS

- IST Service Desk Service Level Expectations (SLE)
- IST Technology Integrated Services SLE
 - » Core Services
 - » Maintenance
 - » Response Times
- IST Enterprise Systems SLE
- Operational Level Expectation (OLE) documents will be prepared as needed

NEXT STEPS



- IST Account Rep to prepare MoU
- Meeting to Review and Edit MoU
 - » Associate Dean of Computing
 - » Faculty IT Manager/Director
 - » IST Account Rep
 - » Director Client Services
 - » Other support staff if desired
- Final meeting to review MoU and document gaps

FOR DISCUSSION

- IST account representative resides in Faculty for 4 days a week (Monday thru Thursday)
- IST account representative works in IST on Fridays, for professional development, group meetings, collaboration, etc.
- Review MoU every 6 months or annually?

ACADEMIC SUPPORT DEPARTMENT SLA

- Similar to MoU
- Some IST account reps are first point of contact, and others support a computing support person in the department
- IST account reps involved in desktop rollover where applicable
- Most account reps have multiple departments to support
- Some departments require support outside normal working day (e.g. Housing, Registrar's Office).

Initial pilot working with University Relations