

HVC² Outcomes

Some results of high velocity change through our high volume collaboration • 1.7.2005 • #13

Task force focuses on KU staff needs in making decisions

As part of the HVC2 project, we wished to focus on the information and data that is needed by the University to make decisions. Many faculty and staff across campus make administrative decisions, not just those whom we would think of as “administrators.” The charge to the decision makers task force was to think broadly about what are the needs of every University employee who is making decisions about University programs and services. In this issue, Donna Liss, who was the sponsor of the decision-makers group, reports on progress in this area.

— Marilu Goodyear
Vice Provost for
Information Services

In the next issue ...

A roundup of HVC2 activities to date

Effort to serve decision makers better leads to more communication with staff at many levels

— Donna Liss, associate vice provost, Information Services

As part of the HVC2 Quality Service Model review, a task force chaired by Sheri Blessing-Phillips and Diane Goddard studied and recommended the kinds of services and support important to decision makers. The group interviewed 26 decision makers about their information needs. The task force found that decision makers often rely on their staff for information rather than getting it themselves and therefore recommended additional focus groups to target these staff. The task force also felt more information was needed from more middle managers, and information security awareness was not adequately addressed.

Information Services has been able to address several of the task force’s recommendations but agreed that additional discussions with key staff and middle managers were needed to more fully address the need for reliable, accurate, accessible, and integrated data. A smaller task force of three individuals is conducting the additional interviews.

Some of the recommendations and resulting projects underway include:

- *Decision makers should have easier access to information. Create ‘one place’ for decision makers to request data or reports.*
- *Every decision maker should have reliable equipment and an adequate and stable environment suitable to their work needs.* Tuition enhancement funding has helped campus departments replace departmental systems, but more information on software is needed.
- *Decision makers should be informed about*

the information services currently available on campus as well as those in development, including any possible costs and charges. Staff are promoting the deskside coaching service to provide customized training.

- *Decision makers should have reliable, accurate, accessible, integrated data and information that can be trusted.* This is being addressed by the new three-member task force.
- *Decision makers should be made aware of tools currently available and understand the importance of data in making decisions.* Work is underway to communicate which data are available and where to get it.
- *Selected systems and “help and support” need to be available 24/7.* The Program and Service Management Office was established to manage an integrated services environment and is working to improve our change-management procedures, ensuring clear and timely communication about service outages.
- *The volume of SPAM, email viruses, and email service disruptions needs to be eliminated, and mailbox size limits need to be increased. Guidelines for email headers should be designated and communicated.* Software that tags SPAM has been implemented. A campus-wide license for anti-virus was purchased, and intrusion prevention devices now segment the residence halls from the rest of campus, helping to prevent viruses from spreading. The mailbox limits for faculty, staff and students were increased, and we are investigating how to increase these limits even more.