

Disseminating Shared Services Updates

Excerpt from Southern Methodist University's Blog



SMU
IT Connect Tech Tips OIT Training Office of Information Technology

Links to institutional social media pages

Prominently posted on the institution's website to ensure easy access

IT Connect

Your down-to-earth

Connecting you to the latest training, service information and IT updates

Issues with Outlook for Mac and El Capitan lyndaCampus Now Available

Shared Services Update

Posted on October 6, 2015 by Rachel Mulry

It's been eight weeks since the announcement was made regarding IT Shared Services. Since that announcement, IT has been working diligently to transition and establish the road map to meet the critical objectives of this new service model. OIT has identified the following critical milestones for IT:

- Integrate the infrastructure for Cox, Lyle and Law
- Unify the ticketing system for tracking and managing customer requests across all IT groups
- Establish the two governance councils
- Design and implement a distributed desktop support and classroom support framework
- Implement an e-forms tool to help further expedite processes across campus
- Establish an ERP Steering Committee and begin streamlining the ERP processes
- Complete the transition of individuals into the new Academic Technology roles

The timeline for each of these items can be viewed on our website.

Written by SMU IT leadership

Search the Archives

Recent Tweets (@SMUOIT)

We are engaged in many projects over the summer. We have some highlights of @smuoit's critical projects on our blog. <https://it.co/fisNaE97u3> about 1 hour ago

Already overwhelmed by the volume of courses listed when in @CanvasLMS? Here's how to show just favorites. <https://it.co/PolvPNzRU5> 4 hours ago

Next week, @Turnitin is hosting a webinar on "What Students Don't Understand About Plagiarism." Register at <https://it.co/Dtaw6no8em> 20 hours ago

Highlights shared services Tweets

Sentences are short and easy-to-read

Includes links to more in-depth information

Source: SMU IT Connect, "Shared Services Update," <http://blog.smu.edu/itconnect/2015/10/06/oe2c-shared-services-update/>