Distributed Technology Support Discussion Session

EDUCAUSE 2012

NOTES:

The Distributed Technology Support Constituent Group meeting had about 18 participants. When asked, none of them indicated that they were current subscribers to the listserv.

We reviewed the purpose of the group as stated in the CG site. We then asked why people attended the meeting, and a robust discussion ensued about issues the surrounding centralized/distributed support:

* see a shifting of balance between centralized, distributed
* geographic organization of staff
* funding easier for distributed staff
* virtualization, BYOD pushing the issue?
* commodization of IT argues against the specialization argument
* distributed staff have specialized degrees, able to focus. but are there ways to economize?
* innovation happens locally
* right sizing the organization between the two models
* mitigating risk by centralizing, easier to address compliance issues
* software license savings
* is being nimble worth the risk
* local work prioritization is big benefit
* responsive to needs of the Camus community. centralized = slow

After the discussion we asked the group why they thought the listserv had been dormant, since many issues remain.

* the listserv is not the right tool, but the "right" tool was not identified
* use a moderated list so there is a way to ask questions without being identified by others on your campus
* the use of the User Services CG was suggested, but those in attendance thought that group was too narrow in scope
* the group's mission should be updated.

Recommendations

Email the 18 people who were in attendance and ask if one of them would be willing to lead a new CG, including redrafting the group mission, and choosing a new communication/collaboration tool.