

Date: Tuesday, April 13, 2010 2:18 PM

Subject: UW Technology Service Delivery and Sustainable Financial Models

To: Deans, Chancellors, Directors, and Chairs

Dear Colleagues:

Throughout the past year, the UW Technology Working Group, chaired by Senior Vice President V'ella Warren and including a group of Deans, Vice Presidents, and Vice Provosts, has overseen the implementation of the recommendations made in their September 2008 Report (see www.washington.edu/uwtech/workgroup.html). We write now to update you on their progress on two key charges: (1) to determine a service delivery model for central technology resources, and (2) to recommend a sustainable financial model for funding technology.

Service Delivery Model. In January, we announced an important step in developing a new service delivery model: the merging of UW's central technology organizations, UW Technology and the Office of Information Management. The uniting of these two organizations will achieve a tighter alignment of our central technology functions and leverage central technology resources and strengths. To provide a new beginning for this merged organization, we accepted the Working Group's recommendation of a new name: UW Information Technology.

Sustainable Financial Model. We have also accepted the recommendation of the Working Group that a sustainable, long-term funding model for technology requires shifting recharges from a model based on phone lines to one based on people (per capita). These recharges supplement existing General and Designated Operating Funds, and will provide the organization with a stable foundation to support critical technology needs of our campus. The redesigned Technology Recharge Fee will be charged by UW Information Technology effective July 1, 2010. Additional information on this new fee, including the components of the per capita definition, may be found at www.washington.edu/uwtech/recharge.html.

Development of Recommendations. To identify and consider solutions to the funding challenges of the central technology organization, the Working Group launched two parallel initiatives. The first brought together representatives from across the University to evaluate and recommend which core technology services were critical to the UW community. This effort helped identify high-priority campus IT initiatives which will need future investments. It also confirmed areas of less significance which can be downsized or eliminated. The second initiative included an in-depth analysis by an external firm experienced in costing higher education technology service delivery. The firm completed a detailed review of the cost of every aspect of UW Technology's services, evaluating various funding model alternatives, providing peer comparisons, and facilitating the campus conversation on the preferred model to support the core technology services. Once the preferred model was agreed on by the Working Group, an implementation team composed of Chancellors, Deans, Vice Provosts, and Vice Presidents was assembled to make additional recommendations on details of the funding model, such as the definition of "per capita."

Over 100 individuals joined teams to provide input throughout the year. In addition, communication with campus has been ongoing, including meetings over the last several months with representative faculty, staff, and senior leaders.

We recognize that revision in the technology recharge model will result in an additional burden on each of your units. We also recognize that this change comes during a troubling economic time for the University as you are being asked to take reductions in General and Designated Operating Funds (FY 2011) due to cuts in state funding. At the same time, however, we know that the future success of the University depends on a stable technology organization, which provides flexible, cost-effective, and sustainable services. Despite the time, this is a necessary step.

Sincerely,

Mark A. Emmert
President

Phyllis M. Wise
Provost and Executive Vice President