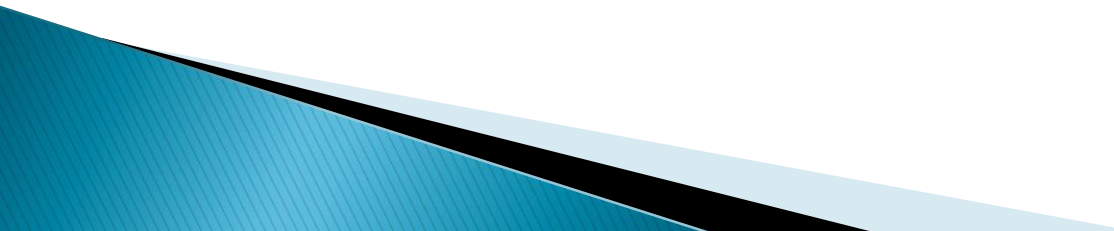


Health Sciences Administration and IT

W UNIVERSITY *of* WASHINGTON
HEALTH SCIENCES ADMINISTRATION
Office of the Executive Director

What is Bob Going to Talk About?

- ▶ My background and role
 - ▶ Health Sciences Administration general info
 - ▶ IT and business system challenges
 - ▶ Health Sciences Administration Shared Services – What about centralized IT?
 - Benefits
 - Barriers/Challenges
- 

Background & Role

- ▶ Started as student UW in 82 delivering A/V equipment
- ▶ Many different positions in HS Academic Services & Facilities (HSAS&F)
- ▶ Computing Support – started as departmental – expanded to support other HS clients
 - Financially challenging
 - Challenging personnel – **Chuck**
 - Unreasonable expectation from clients
- ▶ Current – Director of Finance & Administration – HS Administration

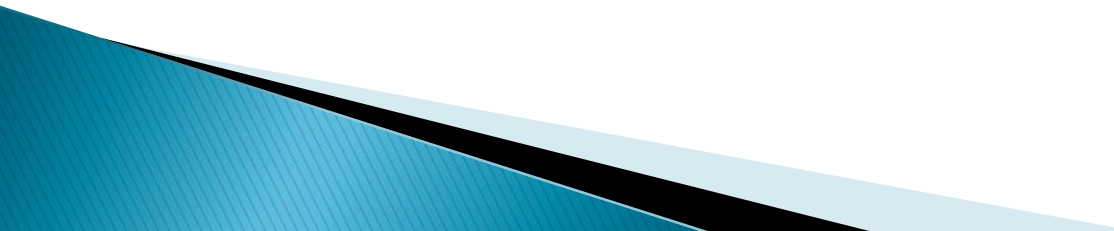
Health Sciences Administration

- ▶ 9 units – an eclectic mix
 - Interdisciplinary Research Centers
 - Alcohol and Drug Abuse Institute
 - Center for Human Development and Disability
 - Washington National Primate Research Center
 - Environmental Health & Safety
 - Hall Health
 - H.S. Academic Services & Facilities
 - H.S. Risk Management
 - News Community Relations & Marketing
 - Office of Animal Welfare

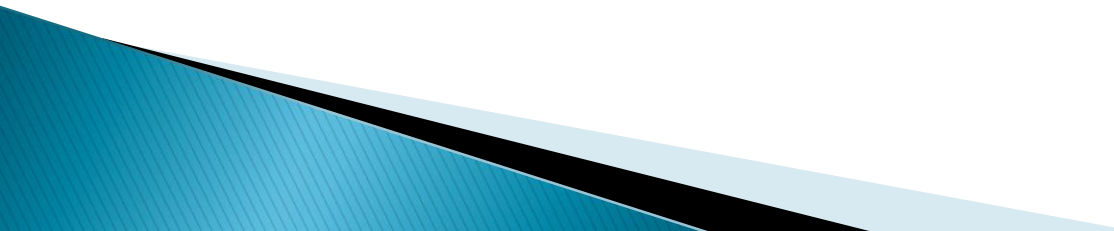
IT Challenges

- ▶ Security – wildly varying support models
 - Some units supported well by local staff
 - Others can have hobbyists providing support –
 - PHI – CHDD and Hall Health
 - A.P.S 2.6 – The [Executive Heads of Major University Organizations](#) are responsible for the risks associated with their assets. They must document and implement an Information Security Plan (Plan) that demonstrates due care in securing their assets by meeting the intention of the controls in this policy statement.
 1. Resource Challenges – Can a central service be provided?
- ▶ Cost – too expensive to support appropriately so units cut corners
- ▶ Servers – unwillingness by some IT staff to house servers with UW-IT
 - Physical security
 - Perceived lack of access/control
- ▶ Mission Critical IT Solutions–ARMS, TMA, OARS, MyChem, other in-house solutions
- ▶ Transactional UW-IT services – “getting an IP number can be torture”
- ▶ Instructional Technology Support

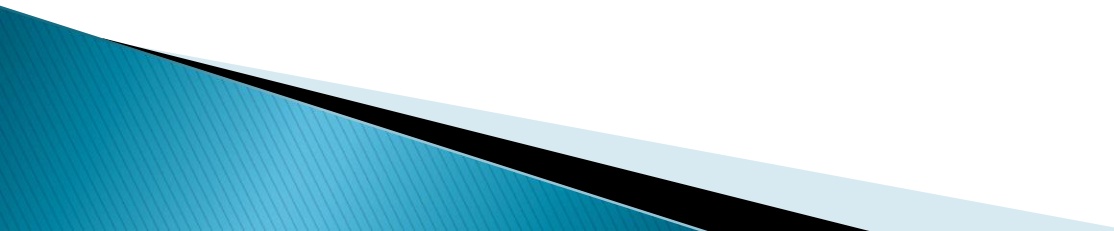
Business System Challenges

- ▶ HR/P – financing model \$\$\$
 - ▶ Financial Systems – \$\$\$?
 - ▶ UWHires
 - ▶ System Change Communication – PAS
- 

Shared Services

- ▶ HS Administration started shared services for payroll in 2012 – successful
 - ▶ Recently added organizational development & training to shared services
 - ▶ Next possible shared service? – IT
- 

IT Shared Services Benefits

- ▶ Cost
 - ▶ Standardization
 - ▶ Compliance
 - ▶ Improved Security – A.P.S. 2.6
 - ▶ Preventive Maintenance
- 

IT Shared Services Barriers / Challenges

- ▶ Cost – some units will pay more than current
- ▶ Funding model? – fee for service, head tax?
- ▶ Existing staff – how to repurpose?
- ▶ Legacy Systems – how do we maintain support for obscure though critical legacy systems?
- ▶ Do we centralize basic desktop support and keep other services local?
- ▶ Servers? – use UW-IT servers when possible?
- ▶ Will units be willing to give up IT control?

Questions?