



Memorandum of Understanding: Sharing and Management of Information Technology Resources by the Valdosta State University College of Education and Division of Information Technology

March 5, 2009 DRAFT

This memorandum of understanding represents an agreement between the College of Education (COE) and the Division of Information Technology (DOIT) at Valdosta State University (VSU) regarding the sharing, management and deployment of information technology (IT) resources including client desktop, systems services, networking, and personnel.

Purpose:

The purpose of this agreement is to formalize the integration of information technology resources of the College of Education and the Division of Information Technology to support the critical availability of these resources and to further the mission of the COE and of the university. It is expected that this will allow for more efficient utilization of resources by elimination of redundancies and the promotion of optimized and specialized capabilities to make more effective use of all resources across the university.

Background:

Historically, the College of Education has led the VSU campus in the application of information technology to accomplish its mission to educate teachers and practitioners in the fields of education. The Division of Information Technology can trace part of its roots to the Microcomputer Support Center (MSC) that grew out of the COE in the late 1980's. Later, when the MSC had moved to the center of the main campus, enlarged its mission to serve the entire campus, and subsequently was combined with other departments to form the DOIT, the COE saw a need to provide additional support not provided by the DOIT and allocated resources in the form of personnel and equipment for these purposes. Over this same period the DOIT has added enterprise class resources to support the entire campus. As the criticality and complexity of these resources has increased over time, both parties recognize that maximum efficiency and coordination must be achieved to continue to provide all of these resources reliably and thus that a formal integration of the resources of the COE and the DOIT would be the most effective way to accomplish these goals. It is vital that these goals be achieved while allowing for an environment that fosters innovation and the adoption of new technologies to further the mission of the COE and the university in general.

Objectives and Desired Outcomes:

It is the objective of this agreement to provide excellence in the support of technology in use at the College of Education and to combine resources between COE and the Division of

Information technology to make effective and efficient use of these resources to enhance communication, cooperation, and utilization. The following specific objectives are outlined by this agreement:

Enhance desktop client support to faculty, staff, computer labs, and smart classrooms by providing a consistent, high level of quality and service delivered university wide by personnel and managed, networked workgroup resources, including extended hours of support.

Edited to read: Enhance systems and network support to include after hours support. The person in charge of room assignments for COE will contact IT at the end of the semester if Saturday classes will run the following semester so that Help Desk coverage can be arranged.

Edited to read: Provide a plan for the regular, planned refreshment of equipment. A 3- to 5-year rotation plan, funded by student technology fees, will include (1) computer labs, (2) teaching stations in the computer labs, and (3) faculty office computers.

Provide training for faculty and staff in the use of technologies deployed in these facilities.

Involve the department of Distance Learning to assist in facilitating and directing online and distance instruction.

Exercise proper utilization of personnel within the college and from other areas of the university to leverage their areas of expertise and apply them to projects both within the college as well as for the benefit of the university as a whole.

Support innovative uses of technology, providing every reasonable resource to faculty and staff to support these uses, including access control permissions, firewall, and other network resources, making clear the avenues available for requesting these resources while maintaining security of these resources.

Support off-campus programs with reasonable resources and leveraged institutional partnerships as these programs evolve and change over time.

Term:

This agreement is being established for the period ending June 30, **2009**. If neither party proposes changes to or termination of the agreement prior to June 30, 2006, the agreement will be automatically extended until the end of the next fiscal year, June 30, **2010**.

Responsibilities:

The College of Education and the Division of Information Technology will perform a periodic review of budgets, personnel, equipment, projects, and issues involved in the support of information technology utilized in support of the mission of the COE, including a representative of the COE Dean's Office, a representative of the DOIT, a representative of the IT support personnel directly supporting the COE faculty and staff, and a representative of the COE Faculty Technology Committee, meeting monthly or as determined to be effective by these parties. Both

parties will seek to develop these resources to match the growth and evolving applications and programs of the COE and the university, including a comprehensive equipment replenishment program, new project planning, addition of personnel, and increased budget funding.

The COE will delegate management of its existing information technology resources in terms of personnel and equipment to the DOIT. Facilities and budget no less than that current to the implementation of this arrangement will be made available by COE for the use of DOIT in support of technology for COE.

The DOIT will be responsible to provide management and support of information technology in an environment that encourages utilization and innovation of information technology resources within the curriculum and administration of the COE, including but not limited to staffing to support classroom instruction during classroom hours including evenings and Saturdays as indicated by the class schedules, off-campus instructional support, support of network and systems infrastructures during all hours and after-hours of normal operation, monitoring resources and alerting of personnel, provision of data backup facilities, support of specialized equipment and software, support of video conferencing, granting of limited administrative access by key COE faculty involved in support and management of instructional resources as needed and practical and without compromising information security.

Funding Sources:

Budget components earmarked for information technology resources will be assessed and reviewed on an annual basis by both parties to assist in the planning and development of funding and allocations for support of information technology in the College of Education.

Communication of the resources available and their methods of allocation as well as avenues for making requests will be made clearly to the faculty and staff.

Review and Conflict Resolution:

This agreement defines a voluntary partnership between the College of Education and the Division of Information Technology. Both parties agree not to impede the other's ability to identify their clients' needs, define the operational practices for facilities in their charge, or determine how to allocate departmental resources. In the event of a disagreement or potential conflict, the Dean of the COE and the Director of DOIT and/or their delegates will meet and work to achieve resolution. Only after these efforts are deemed unsuccessful will there be an escalation to the higher levels of administration. The Dean of the COE and the Director of DOIT and/or their delegates will meet annually to review the status of this agreement. Effective and regular communication will minimize potential conflicts and maximize the benefits to both partners.

I have reviewed the information outlined in this document and I herein agree to support the tenets of this Memorandum of Understanding.

Philip L. Gunter, Dean of the College of Education, Valdosta State University

Date

Joseph A. Newton, III, Director of Information Technology, Valdosta State University

Date

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