

---

# Department IT Sample Questionnaire

---

## UCI IT Consolidation – August 7, 2009

Your answers to the questions below will help provide us with information about your unit's IT situation. Please take as much space to answer each question as you need, but keep in mind that the goal is to gain high-level summary information. Additional detail will be requested as needed.

1. Please briefly describe the role Information Technology (IT) plays in your unit. Include the business functions supported by IT as well as common services provided (desktop/laptop computer and smart-phone support, departmental file-service, email, etc.)
2. Please list each of your IT staff by name, working title, and payroll title. Summarize the responsibilities and activities on which each spends the majority of their time. As a part of this, identify who has responsibilities for common functions such as supervision, desktop support, and server administration. *Note: for the purposes of this question, "IT Staff" are defined as anyone in your unit with an IT payroll title, and/or who works as a component of an organizational group with an IT related function.*
3. Please provide a brief, high level summary of your IT infrastructure. Include the number of desktop, laptop and lab computers and servers supported, operating systems utilized, and major commercial or home-grown applications maintained. Please also list the server rooms, computing labs or other physical spaces managed by your IT staff.
4. What community of individuals is served by your IT staff? This would typically be your unit staff, but could be additional communities or individuals as well.
5. What external campus or off-campus entities do you rely on for additional IT services, and what are those services?
6. Which units, if any, do you provide IT support to in addition to your own?
7. How well is your current IT situation serving your unit's needs? Please indicate what your current challenges are, where your IT strengths lie, and any skills sets you are missing due to staff attrition or other reason.
8. What do you see as potential adverse impacts from including your unit in the IT consolidation, or from the IT consolidation in general?
9. What do you see as potential benefits from including your unit in the consolidation, or from the IT consolidation in general?
10. What additional information or assessment is needed before we can determine how your unit will participate in the IT consolidation?

11. Please share any other observations, concerns, or questions you have about IT consolidation.