

# Decisions on Cooperative Extension Technology Services

September 1, 2017

## Overview of the Decisions

Technology services are critical to allowing Cooperative Extension to be more flexible, digital and relevant. Building upon earlier work group recommendations and analysis provided by Huron, the Executive Sponsors and the Chancellor decided to maintain an office of Educational Technology Support within Cooperative Extension.

Educational Technology Support (ETS), formerly called Cooperative Extension Technology Services (CETS), will focus on continuing the functions supporting educational applications and enterprise systems. The Sponsors and Chancellor also approved the transfer of the current web development and design functions to the new Office of Communications and External Relations to allow for increased collaboration in building effective digital communications. The office support position that formerly supported the technology team will move into the Office of Financial Services. The Director for the office of ETS will continue to report up to the Senior Associate Dean for Cooperative Extension. Leaders of UW Extension and Colleges plan to review the efficacy of these new structures no later than June 30, 2018.

Cooperative Extension will expect Educational Technology Support to manage and own the following functions across all levels of Cooperative Extension:

**Table 1: Functions owned by Educational Technology Support**

<b>Program Enterprise Systems</b>	Developing applications and integrating systems through platforms for specific Cooperative Extension programming uses. Additional services they will provide include programming, information architecture, project management, data analysis, systems planning and design.
<b>Educational Technology Support &amp; Training</b>	Managing Cooperative Extension specific support needs, training users and supporting instructional technology and various collaborative tools and communication systems, advising on IT strategy and management, establishing technology standards and policies, supporting document storage systems, and providing coordinated support with Central IT for hardware procurement and workstation configuration.

## Organizational Structure

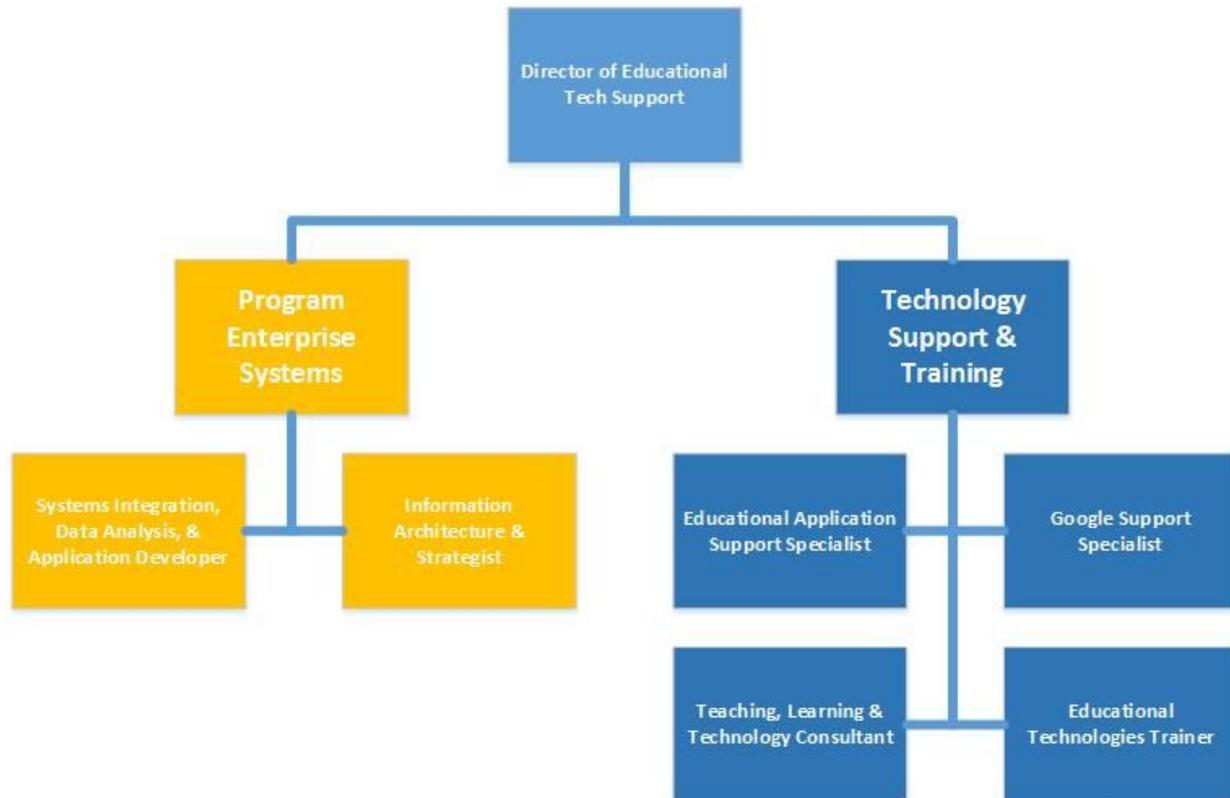
The technology activities and support within Cooperative Extension will continue to be primarily located in ETS, with 6 FTE positions dedicated to the functions of enterprise solutions (2 FTE) and technology support (4 FTE). Two FTE who are currently within the technology team and devoted to website

development and programming will be transferred to the Office of Communications and External Relations. One FTE position focused on operations support will move to the Office of Financial Service.

**Table 2: Positions within Educational Technology Support**

<b>Position Title</b>	<b>Description</b>
<b>Director</b>	Responsible for leading ETS and ensuring the office meets its goals, establishing the overall IT strategy and plan for Cooperative Extension, collaborating with Cooperative Extension leadership, and clarifying and negotiating roles and responsibilities held by ETS to ensure limited duplication of services with Central Information Technology Services (CITS), which serves all of UW Colleges and Extension.
<b>Program Enterprise Systems</b>	2 FTE: Developing technical applications for Cooperative Extension faculty and staff to use in programming and solutions to integrate other systems needed for programming. This includes designing information architecture, data analysis and visualization.
<b>Educational Technology Support &amp; Training</b>	4 FTE: Routing tickets to CITS for Tier 1, 2, and 3 support; training employees on Google Apps and serving as advanced Tier 2 and 3 support for Cooperative Extension specific applications; administering and managing systems on behalf of Cooperative Extension, such as Google Apps, SharePoint, etc.

## Educational Technology Support Org Chart



**Figure 1. Organizational Chart**

### Rationale for the Decisions

- Cooperative Extension leadership recognizes technology service as a fundamental administrative component of Cooperative Extension’s design and one that supports the mission and purpose driven elements of the organization. Maintaining the core technology support and application development functions within Cooperative Extension ensures that staff have tailored and ready access to and training for the technology that directly supports their programming.
- Our communications with the public are not optimized for the current digital information environment. By incorporating the web staff within the communications team, we will be better able to leverage digital platforms. This enhanced cooperation between communications and IT professionals will forward our goals of becoming more digital and increasing our flexibility in our communication tactics.
- Because IT is critical to Cooperative Extension’s ability to deliver high-quality programs through relevant channels, we will continue to provide technology support for instructional technology and collaboration tools (e.g., Google Apps). One is critical to program delivery, and the other critical to how we continue to encourage cooperation among colleagues and external partners.
- By continuing to invest in application development, Cooperative Extension will have the ability to deploy tools to make our administrative work more efficient through the use of customizable IT

tools. These tools can also be used to measure accountability. In-house application development can also be used by those in the two Departments.

## **Next Steps**

1. Transition appropriate staff to Communications and External Relations (2 FTE) and the Office of Financial Services (1 FTE) fully by the end of the year.
2. Develop a service catalog outlining role and services of ETS relative to other IT providers (CITS, counties, campuses, etc.) no later than January 1, 2018.
3. Review the efficacy of these new structures no later than June 30, 2018.