IFAS IT Task Force 2005
Reviewing 1997 Report and update
http://ittaskforce2005.ifas.ufl.edu

Questions for the 1997 Task Force Report

Recommendations for Teaching

Person Responsible For Questions: Diana Hagan

1. Number of employees using course learning system “entry level training”
   a. PowerPoint
   b. WebCT
2. How many users using WebCT in IFAS
3. How many users have their own website
4. Core team of professionals be assembled including experts in education as well as technical experts in media production and software development “high end”. Is there a core team and who is it?
5. How many external sources of funding are currently enhanced or supported in the effort of teaching with IT
   a. Foundation
   b. Grant related
6. Are there guidelines and standards in place for developing courseware?
7. Is there a database for reusable courseware materials that is shared among instructors
8. Was a common database format established for teaching resources?

Recommendation for Research

Person Responsible For Questions: Ben Beach

1. Was research informed of existing IT policies and available training opportunities after the report was release on July 1, 1997? Is there documentation of this?
2. Is there a policy in IFAS that individuals are responsible for the operation and maintenance of PC hardware and software except the network?
3. Core computer facility
   a. Do they offer a statistical analysis?
   b. Do they offer SAS or a complementary package to all researchers? Does this occur when a researcher is first hired as part of an employee orientation?
4. Does the core computer facility offer secure storage and backup of large data sets? How many researchers store their data on the server?
5. Is there general access to GIS resources with appropriate front ends on the researchers’ machines?
Recommendation for Extension

There was a special note that off-campus units were of the greatest concern. Other extension needs are addressed in the System-Wide Needs and Recommendations section.

Person Responsible For Questions: Joe Spooner

1. At off-campus units
   a. Is the hardware up-to-date (up-to-date defined as purchased within the past 3 years)?
   b. Is there good connectivity at the off-campus units? What is good connectivity today?
   c. Is there good support? Can this be tracked at the current moment in time for the off-campus units?
   d. Is there good training? Can this be accounted for?
2. Does extension faculty get startup funds for equipment purchases?
   a. PC?
   b. Internet Connection?
   c. Intranet Library of Recommended Applications
      i. E-mail
      ii. FTP
   d. Travel Funds for attending training and professional development courses
3. Have incompatibilities between IFAS and counties been addressed in terms of
   a. Policy
   b. Hardware and Software standards
   c. Connectivity
4. Were county faculty trained on computer model programs to complement current delivery systems targeted at local community needs?
   a. What computer model programs were built or purchased for use in extension from 1997 to 2005?
      i. Did county receive training on these programs?

Recommendations for Administration

Note that the questions below apply to only the training of personnel in the administrative area.

Person Responsible For Questions: Joe Spooner

What are administrative personnel?

1. Is there a solution provided for coordinating all trouble calls through one entity?
2. Is there a procedure that new employees are trained in the use of administrative systems and procedures?
3. Were or are training sessions offered to upper level administrators in the use of existing systems as management tools for accountability since 1997?
4. Is there a permanent training team of 2 instructors?
   a. A technical expert well versed in the current computer systems?
   b. A fiscal expert well versed in the current accounting systems and methods?
5. Is there a design for continuous training of permanent staff?
   a. Training is triggered when the following happen
      i. New technologies are released or preparing to release into the enterprise
      ii. Procedures change
      iii. Systems change
         1. New systems come online
6. Was a new employee training system established after July 1, 1997 for administrative personnel?
   a. What existed before, if anything?
   b. Does it minimize loss of prior employees training and knowledge?
      i. Does it minimize work backlogs during prior vacancy period?
   c. Is there a generic unit level transition manual?
      i. Indicators are explanations of security and responsibility, email, MyUFL usage.
      ii. Was it customized on a per unit level?
   d. Is the training team notified by personnel or a system when someone is hired?
      i. Is the hiring unit appraised in its ability to execute a smooth transition between the exiting employee and the new hire?
      ii. Is the exiting employee interviewed in order to create the necessary transition procedures for the new hire?
   e. Is the training team notified by personnel or a system when a new employee is to commence work?
      i. Is the new employee given a review of the procedures manual mentioned above?
      ii. Are they given training and shown demos of the current systems utilized by administration?

Recommendations for Accountability

*Person Responsible For Questions: David Palmer*

1. Was an accountability committee appointed by the vice president and deans?
2. Was a committee appointed to implement policy decisions?
   a. Was an accountability system developed?
   b. Was policy made for hardware and software requirements?
   c. Was policy made for training and support requirements?

System-Wide Recommendations

1. **Support**
   *Person Responsible For Questions: Diana Hagan*
   a. Was training immediately initiated for support?
   b. Was a centralized customer relation help facility established?
i. Is it the single identifiable resource for internal and external IFAS constituencies in regards to support and training?  
   Question has been benched and will be addressed in survey.

ii. Does it have readily available technicians who can diagnose and recommend support?

iii. Does it have an automated support system or knowledge base for support?

iv. Is there event analysis for reactive training?
   1. In particular has there ever been a scenario where a series of similar events triggered a response in the form of training?

v. Are there processes that insure support events are managed?
   1. Tracked?
   2. Followed up?
   3. Closed out?
   4. Summarized in reports so that support trends can be identified and resolved?

vi. Is there tracking system in place that establishes training priorities?

vii. Is there layered support and is it routable?

c. Statewide Support Staff
   i. Have District Computer Support Specialists numbers increased since 1997?
      1. Did their role expand in support of off-campus centers?
      2. Do they have a role in training?

   ii. Is there a mid-level manager that oversees the District Support Personnel and reports to both the DoIT while collaborating with Extension administration?

   iii. Are they issued a kit containing
      1. Troubleshooting equipment?
      2. A/V presentation equipment?
      3. Internet access?
      4. Credit card?
      5. Hardware that can be loaned for emergency use within counties and centers?
         a. Includes associated software licenses.
      6. Are activities coordinated in terms of connectivity management, on-site support and training between the DCSS and IT Training?

   d. Is support defined to a standard set of applications?
      i. Are site licenses utilized?
      ii. Is there a central site available to faculty for downloading software in a secure fashion?

   e. Are incoming faculty provided funds for a
      i. PC?
      ii. Internet connection?
      iii. A library of technological applications?
1. Email?
2. FTP?

2. Internet Connectivity
   Person Responsible For Questions: Joe Spooner
   a. Is there a hardware replacement program in place?
      i. How many computers exist in IFAS that are older than 3 years old?
   b. Were county office local area networks assessed?
   c. Were county office local area networks developed?
   d. Do all faculty and staff, that require IT resources, have access to the internet?

3. Training Needs
   Person Responsible For Questions: David Palmer
   a. Is training targeted?
      i. Is it targeted at different user levels?
         1. Does this differ in regions in the state?
   b. Are faculty and staff retrained as technology changes?
   c. How frequent is training offered?
      i. How many training sessions are offered over an annual period?
      ii. What is the median value over all the training programs given?
   d. Is training offered within a reasonable distance?
      Question has been benched and will be addressed in survey.
   e. Is there a feedback loop available so that faculty and staff can provide input to shape and mold the training program content?
      i. What’s the channel most prominent today?
   f. Are volunteers trained? Volunteers = Master Gardeners?
   g. Does IFAS assume some responsibility for repetitive training of clerical staff, paraprofessionals and volunteers?
   h. Is there a permanent training program with 2 full time staff?
      i. Is the budget for training equivalent to $109,000.00 adjusted for inflation since 1997?
   i. Was there someone from IFAS IT and AEC designated to establish a training program for a short amount of time after 1997?
   j. Is there a formal mechanism that allows the helpdesk to influence training?
   k. Is there a committee in each district for training – to provide needs for future training?
   l. Is there a comprehensive training program for new faculty?