Response for Feedback on Budget Planning White Paper – Information Technology
April 13, 2009

1. **Elimination of specific services.** Please include specific estimates of the savings available in FY 2010 and FY 2011 for the following measures:

   - Elimination of subsidized support for the Wyoming Technology Business Center and the UW Alumni Association

     Response - WTBC: An annual grant from the Wyoming Business Council pays the IT related expenses for the WTBC, including the WTBC's Internet connection, hardware and software expenses and one technical support person (reporting to IT but housed at the WTBC).

     IT's expenses are limited. They include the overhead of IT management to oversee the one support person and the WTBC's small data center operation that the support person manages. There are also some minor costs associated with IT providing backup personnel. This administrative or management cost for IT is roughly estimated to be $20,000 annually.

     The annual grant that supports the WTBC could be eliminated at any time. There is not an ongoing obligation of the State to provide the grant. The grant must currently be renewed with the biennium.

     Response - UW Alumni Association: Last year Student Affairs permanently transferred funds to cover the cost for one FTE ($47,742 in salary and employee support) to support the Alumni Association's programming needs. This person is also used minimally for other IT programming needs. UW Foundation pays for hardware and software cost of Advance, the alumni database system. IT does pay for another full-time programmer ($77,680 salary and employee support) to support the system for both groups. Administrative and management overhead costs are $15,000 to $20,000 annually.

   - Elimination of dial-up modems and UW-provided DSL service

     Response: The possible net cost savings by eliminating DSL services are fairly small, only about $4,000 per year. However, the current router needs to be replaced. A new router will cost approximately $10,000. Its ongoing monthly maintenance will also increase. Eliminating dial-up modems would save approximately $15,000 annually. (Total possible annual savings for both services including life-cycle costs is $21,000)

2. **Pruning software support.** Develop a ranked list of potential savings available through the elimination of software support. As your white paper notes, UW currently supports a variety of software packages for specific uses. Examples include SAS, SPSS, Elluminate web conferencing, and Microsoft-based email, among others. In evaluating the costs and benefits of eliminating or replacing support for these packages, it would be helpful to know the amounts of money at stake and to have some sense of the priority with which the Division of Information Technology would recommend decisions of this type.

   Response: Though these are generally low priority items for elimination they nonetheless would likely be some of first to go when facing budget cuts. In almost all cases a dialogue needs to occur with the corresponding users before the services would be eliminated or replaced. From IT's perspective (not necessary the perspective of our users) the services would be eliminated in the following order:

SAS and SPSS. Alternative exists. Faculty will need input. ....Annual savings $40,000
Elluminate. Good alternatives exist. ....Annual savings $40,000
Microsoft Exchange Email for Students ....Potential annual savings $100,000
>   The possible elimination of this service would require thorough exploration
>   before being targeted for implementation.
Microsoft Campus Agreement for Students ....Annual savings $130,000
Replace Anti-Virus for Faculty, Staff and Students.............................Annual savings $25,000

3. **Transfer of IT professionals.** If possible, estimate the potential savings available through the consolidation of research computing IT professionals into the Division of Information Technology. The purpose of this consolidation would not be to diminish service to research computing; it would be to stabilize that service and to take advantage, where possible, of efficiencies associated with shared system administration.

   Response: Of all the possible savings areas related to information technology at UW this may well be the most nebulous and difficult to attempt to accurately address. That said, it is also probably the most important to address.

   As a result of the Whitepaper exercise, we have just started working with Student Affairs on centralizing some of their technology staff and resources. This will become the model for other possible centralizations. We applaud Student Affairs for undertaking this initiative in a partnership with IT and being willing to serve as the pilot.

   While still in its very early stages, this pilot program has the goal of integrating technology professionals currently in Student Affairs into Information Technology and is expected to realize the following benefits:

   - increased or equivalent levels of customer service in technology projects
   - reduced duplication of effort and technology services
   - reduced cost for technology acquisition, integration and replacement
   - reduced reliance on a single technical resource through information and responsibility sharing
   - standardization of technology, including related cost savings
   - improved view of total campus technology spending
   - ability to offer more career options for employees
   - better backup support for technology personnel
   - better training for technology personnel
   - better security for UW's computing systems and networks.

   General observations can be made regarding technology personnel in departments across the institution and possible savings. And, while we believe them to be significant what we cannot yet answer well is the possible savings by eliminating duplication and inefficiencies in departmental hardware, software and similar departmental technology services.

   According to Human Resources, for FY2009, there were approximately 82 technology titled positions outside of IT representing total salaries and benefits of $4.5 million ($3.3 million Section I) with an estimated average annual salary of $49,000 each.

   Of these 82 positions, 18 are currently vacant offering a potential opportunity to eliminate some vacant positions for possibly a substantial savings in FY2010. In addition to the 82 positions there are an undetermined number of positions with technology responsibilities that do not carry technology titles classified in the HR system. Additional work will be required to indentify these positions.

To consider centralization, each position would be evaluated individually for duplication of responsibilities and other inefficiencies. Various positions would likely be determined inappropriate to transfer or re-locate to IT. However, based on the 2005 ITSR recommendations most positions would be candidates for transfer to IT. As with IT's two current positions housed at the WTBC and in Health Sciences many of the centralized positions would remain housed in the departments they support, though they would be IT personnel. Many of the positions would receive their daily direction from the departments – similar to IT's WTBC and Health Sciences position.

When the ITSR was completed in 2005, the technology titled positions outside of IT numbered 53. An increase of 29 technology titles outside of IT has apparently occurred over the past four to five years. It's likely this growth would continue if allowed.

Should the full extent of centralization occur we believe a conservative estimate on annual personnel savings of at least $330,000 in Section I would occur and, based on IT's experience, at least $200,000 annual savings in hardware and software costs. It's likely the savings will be substantially more - double or greater. It would take one to two years to realize the full extent of the savings.

4. **Land line service.** Provide a brief accounting of the costs and revenues associated with telephone service in the residence halls. Also useful in connection with this accounting would be your assessment of future costs and revenues associated with these land lines.

   Response: In the past four to five years the IT Telecommunications operation has profited by the increase in building activity on campus and other one-time factors. The current net revenue for the operation is roughly $500,000 annually. This amount is almost the same as the amount received from Residence, Life and Dining Services for the land-line connections in the residence halls ($472,000).

   For the last several years RLDS has been considering eliminating the service. Many other universities have already removed residential land-lines from their residence halls. Since most students now have cell phones there is little value to the land-lines. However if RDLS continued to use the service the revenue could be redirected to support other needs.

   If the lines were removed the IT Telecommunications operation would approximately breakeven. If the RLDS residence hall land-line service was discontinued and if combined with the downturn in building activity on-campus it's quite possible Telecommunications would operate at a loss as it did a few years ago. In such a circumstance, to cover the shortfall, departmental telephone rates and RLDS Internet and data services rates could be increased. However increasing the departmental telephone rates is somewhat of a Robbing Peter to Pay Paul approach to solving a funding shortfall since many of the telephone charges are paid by Section I funds.