

Hello All,

As many of you are probably aware, we will be having a change in the way core IT services are delivered to the Department. I, in consultation with the Departmental IT Committee and Department Head's Office, have prepared this relatively brief description of the core IT services to be provided. The transition period to the new IT service provider will be a dynamic process and will be a "work-in-progress". The new provider will be Departmental Services (DS) and the consultant that is already in the Department is Rand Phillips. Contact information for core IT service in the New Year is provided in the attachment. Several beneficial changes should become available shortly after the transition occurs. More information to come at a later date.

Although the majority of services will not have any noticeable change to the end user, there are several significant changes. Of particular note, DS does not provide for classroom support (i.e., help with Compass, etc.) or web development. If you have need for these services, DS can help identify resources for support for Compass and web development. IDTG is still available as a resource and I encourage you to utilize their expertise for needs outside of the Departmental core IT services. I understand that the change process can be challenging at times, so I ask for your cooperation during the process. If you should have any questions, please feel free to contact myself or Mr. Phillips.

I wish you all the very Best in this Holiday Season! Have a Happy New Year!

John Killefer
Chair, Departmental IT Committee