

Information Technology SubCouncil News

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ITSC Meeting on 2011-Jan-19

- Imre Kabai summarized Methodology for making IT Roadmaps
 - <https://slacspace.slac.stanford.edu/sites/ea/Roadmapping%20Methodology/Roadmap%20Methodology%20Training%20Deck.ppt>
 - Roadmap for Databases was presented as an example
- Norm Ringgold summarized Desktop Support services
- OCIO will start providing Desktop Support for Apple products
 - Desktop computers, laptops, data storage, displays
 - OCIO's Apple Support Model presented by Agustin Burgos

IT Services in OCIO

- ITSC has completed its review of the IT Service Portfolio
 - Preliminary step to review of IT Service Catalog
 - Ranking of Importance
 - Rating of OCIO Performance: average C rating
 - Results are summarized in spreadsheet in SLACspace
 - <https://slacspace.slac.stanford.edu/sites/subcouncils/it/Lists/Tasks/Attachments/13/ServicePortfolio-ITSCreview.xlsx>
- ITSC will next focus on review and ranking of IT Service Catalog
 - Over several sessions between now and summer