DEPARTMENT OF MEDICINE
TRANSITION TO OE IT FIELD SERVICE
CONTEXT

- OE IT Field Service is happening
  - Service starts February 2013
  - New customers start joining June 2013
- IT Field Service will be offered at 2 service levels
  - Basic is mandatory, costs $43.41 per FTE
  - Premium is opt-in, costs $74.71 per FTE
- IT Field Services will have 74 staff
  - 1 Director, 2 Customer Engagement Managers
  - 1 Desktop Engineering Manager, 4 Desktop Engineers
  - 5 Field Service Managers, 12 Senior Field Techs, 48 Field Techs – this is where DOM IT field techs will land
DECISIONS

- Should DOM retain any IT field service positions?
  - Which IT services are mission-critical?
  - Which IT services are not provided at the same level by ITFS?
  - What level should the retained position be (e.g., P/A II - $77K salary, P/A III - $95K salary)?
  - How should any remaining DOM IT field services positions be supported (e.g., department tax or hourly recharge)?

- Timing of transitions to new OE service
  - Timing of Department transition
  - Timing of staff transition(s)
# CURRENT DOM IT VS. IT FIELD SERVICE

<table>
<thead>
<tr>
<th>Item</th>
<th>DOM IT</th>
<th>Basic</th>
<th>Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td>$88/first device/mo.</td>
<td>$44/FTE/mo.</td>
<td>$75/FTE/mo.</td>
</tr>
<tr>
<td></td>
<td>+ $56/add’l device/mo.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Service Level – Initial Response</strong></td>
<td>generally within 1 hour</td>
<td>6 business hours</td>
<td>2 business hours</td>
</tr>
<tr>
<td><strong>Assign/acknowledge tickets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Out-of-warranty support</strong></td>
<td>up to 5 yrs.</td>
<td>up to 5 yrs.</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Meeting Support</strong></td>
<td>✔</td>
<td>Setup/pickup only, otherwise hourly charge</td>
<td>✔</td>
</tr>
<tr>
<td>video, web, slide</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Device intake</strong></td>
<td>free</td>
<td>$150</td>
<td>$150</td>
</tr>
<tr>
<td>add device to service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Clinical apps</strong></td>
<td>✔</td>
<td>Install/connect only, otherwise hourly charge</td>
<td>Install/connect only, otherwise hourly charge</td>
</tr>
<tr>
<td>APeX, Dragon, PICIS, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Education apps</strong></td>
<td>✔</td>
<td>Install/connect only, otherwise hourly charge</td>
<td>Install/connect only, otherwise hourly charge</td>
</tr>
<tr>
<td>ERAS, e*value, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Specialty apps</strong></td>
<td>✔</td>
<td>Install/connect only, otherwise hourly charge</td>
<td>By exception, otherwise hourly charge</td>
</tr>
<tr>
<td>RATS, Express, SAS, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Moves</strong></td>
<td>✔</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Extended on-site support hours</strong></td>
<td></td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Office, Acrobat included</strong></td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
## FINANCIAL ANALYSIS – CLIENT POV

<table>
<thead>
<tr>
<th></th>
<th>DOM IT Recharge One Device</th>
<th>DOM IT Recharge Two Devices</th>
<th>DOM Non-Clients</th>
<th>Total DOM IT Users</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Count</strong></td>
<td>270</td>
<td>120</td>
<td>615</td>
<td>1,005</td>
</tr>
<tr>
<td><strong>Before OE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly Cost</td>
<td>$88</td>
<td>$144</td>
<td>$0</td>
<td>$492,480</td>
</tr>
<tr>
<td>Annual Cost</td>
<td>$1,056</td>
<td>$1,728</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Total (Annual x # of Users)</td>
<td>$285,120</td>
<td>$207,360</td>
<td>$0</td>
<td>$492,480</td>
</tr>
<tr>
<td><strong>After OE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly Cost</td>
<td>$75</td>
<td>$75</td>
<td>$44</td>
<td>$675,720</td>
</tr>
<tr>
<td>Annual Cost</td>
<td>$900</td>
<td>$900</td>
<td>$528</td>
<td></td>
</tr>
<tr>
<td>Total (Annual x # of Users)</td>
<td>$243,000</td>
<td>$108,000</td>
<td>$324,720</td>
<td>$675,720</td>
</tr>
<tr>
<td><strong>Savings/(Cost Inc)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>$13</td>
<td>$69</td>
<td>($44)</td>
<td>($183,240)</td>
</tr>
<tr>
<td>Annual</td>
<td>$156</td>
<td>$828</td>
<td>($528)</td>
<td>($183,240)</td>
</tr>
<tr>
<td>Total (x # of Users)</td>
<td>$42,120</td>
<td>$99,360</td>
<td>($324,720)</td>
<td>($183,240)</td>
</tr>
</tbody>
</table>
### FINANCIAL ANALYSIS – CENTRAL ADMIN POV

<table>
<thead>
<tr>
<th>(In 000's)</th>
<th>Leadership</th>
<th>Desktop IT</th>
<th>Server and Project IT</th>
<th>IT Supplies and Non-payroll</th>
<th>IT Subsidy Non-Clients</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Before OE</strong></td>
<td>$57</td>
<td>$41</td>
<td>$256</td>
<td>$98</td>
<td>$153</td>
<td>$605</td>
</tr>
<tr>
<td><strong>After OE</strong></td>
<td>$118</td>
<td>$35</td>
<td>$256</td>
<td>$58</td>
<td>$0</td>
<td>$467</td>
</tr>
<tr>
<td><strong>Savings/(Cost Inc)</strong></td>
<td>($61)</td>
<td>$6</td>
<td>$0</td>
<td>$40</td>
<td>$153</td>
<td>$138</td>
</tr>
</tbody>
</table>

**NOTES:**
Above analysis assumes no DOM retention of Field Service.
IT FIELD SERVICE ORG. AND HIRING

Elazar Harel
CIO

IT Field Service Advisory Committee

2 Customer Engagement Managers

5 Field Service Managers
Kenton

4 Senior Field Service Techs
Edel

4 Desktop Engineers

37 Field Service Techs
Kristan, Marlon, Abby

11 Field Service Techs

Year 2

Customer Relationship Management Group

Desktop Engineering Manager
ITFS HIRING: YEAR 1

Hire 58 FTE (79%)
- 2 Customer Engagement Managers
- 1 Desktop Engineering Manager
- 4 Desktop Engineers
- 5 Field Service Managers
- 45 Field Technicians
  - 8 Senior Field Technicians
  - 37 Field Technicians

February 2013 Go-live
- All 9 Managers
- 4 Engineers
- 6 Senior Field Techs
- 24 Field Techs

July 2013
- 1 Senior Field Tech
- 6 Field Techs

December 2013
- 1 Senior Field Tech
- 7 Field Techs
**ITFS HIRING: YEAR 2**

**Hire 15 FTE (11%)**
- 15 Field Technicians
  - 4 Senior Field Technicians
  - 11 Field Technicians

**July 2014**
- 2 Senior Field Technicians
- 5 Field Technicians

**December 2014**
- 2 Senior Field Technicians
- 6 Field Technicians
WHEN WILL OUR PEOPLE JOIN ITFS?

Kenton could (?) start February 2013; Erik manages staff

Edel, Kristan, Marlon, Abby by December 2013; DOM moves to ITFS

New customers move to ITFS July 2013
PROPOSAL & PREPARATIONS

- **Erik, Ed, Erin stay in DOM, Andrew leaves ~3 years**
- **Retain 1 IT field service position** – Programmer/Analyst II or III, to provide VIP and mission-related support
- **Support IT staff applying for new positions**
  - References from faculty and management
  - Thank IT staff for their dedication and service to the Department
- **Transition to new service in December 2013**
  - Service won’t be mature enough for us by July 2013
  - Erik could fill in for Kenton from February to December
  - DOM can negotiate for DOM IT staff ITFS go-live and DOM service transition to ITFS to be simultaneous
- **Help divisions plan for financial, support impact**
  - Erik, Business Office perform this analysis at division level
  - Identify staff who will take on new duties
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