

Appendix A. The Organization of IT at UTEP

IT at UTEP involves over 100 full-time staff and over \$6 million a year. This appendix gives an overview.

A.1 Organization and Management

Dr. Stephen Riter, Vice President for Information Resources and Planning, is responsible at the cabinet-level for oversight of cabinet-level oversight of information technology and distance learning, among other functions. Over 100 full-time staff perform information-technology-related functions.

Kenneth Pierce, Chief Information Officer (CIO) is the head of Information Technology, responsible for providing services such as help desk, communications infrastructure (data, voice, and video network), desktop support, data centers, campus-wide applications such as Banner, DEFINE (BIS), email, file storage, and information security.

Sunay Palsole, Director of Instructional Support Services (ISS), oversees all distance and online education services such as WebCT / Blackboard, UT Telecampus, and development / delivery of learning modules, and the Faculty Instructional Technology (FIT) lab.

David Batten is the Director of Web Content, reporting directly to the Executive VP.

Each college has an individual with the role of Technology Implementation Manager (TIM) who is responsible for the technology implementation and support within their college. TIM's are part of their respective colleges, and have a dotted-line reporting relationship to the central Information Technology organization. Additionally, colleges have their own technology staff such as departmental system administrators, technology coordinators, and lab managers.

A.2 Budgeting and Priority-Setting

At the highest level, the campus-wide Information Technology Advisory Committee (Deans, etc.) meets 2 or 3 times a year to decide which of the many possible programming/integration projects that IT could undertake have priority

Money for information-technology hardware, software, licenses, services, and staff comes from a number of sources, including state funds, the tech fee, majors fees, and PUF/LERR funds. These funds are allocated in many ways, by many people, including the Provost, the VPs, the Deans, the department chairs, and by the PIs of individual grants. Many stakeholders are involved, through multiple channels. UTEP has the usual tension between centralized and distributed planning.