SSFAB
Student Service Fee Advisory Board

Budget Request Form FY2014
Department should complete one form for each individual request

Department: Student Counseling Service

Program, Service, or Operation Requested
Informational Technology Associate

SSFAB Use Only	
YES	NO

General Description:
The Information Technology Associate position would serve as the primary person responsible for end-user support, including service desk/incident management as well as management of desktop and laptop systems, including system and software installation and maintenance for the Student Counseling Service.

Request Type: ☒ Full   ☐ Increase   ☐ One-Time   ☐ Partial/Matching

General Questions:

How does this increase impact students, and what motivated this request (needs, strategic planning, etc.)?
For regulatory reasons (including auditing rules, accreditation standards and professional licensing requirements,) the SCS employs staff to provide dedicated IT services within the department reporting to the Executive Director. The demands placed on existing IT staff (one Microcomputer/LAN Administrator and one Lead Software Applications Developer) to serve in multiple roles (server administration, application/database development/support, end-user and desktop system support, etc.) required to provide a full scope of IT services have become increasingly more complex and intense over time. Meanwhile, departmental operations have grown increasingly dependent on IT Services, the size of the supported SCS user base has increased, and the requirements of regulatory compliance and evolving technology (e.g. - virtualization infrastructure) have significantly increased.

SCS IT staffing levels have not changed in over ten years. Adding an additional IT support position will allow the SCS to separate the role of end-user support and desktop system support (currently combined), and reduce the load on the two existing IT positions. This will increase IT service availability to all users, aiding both staff and students. Students will directly benefit from enhanced IT services with greater service availability through the web, quicker support response time, and more flexible IT support.

How do other sources of funding (fundraising, sponsorship, reserves, etc.) been considered? Please explain.
Considering that the demand on IT Services is ongoing, and likely to increase over time, funding from reserves to increase IT staffing is not sustainable. No other sources of funding have been considered.

Generally, what assessment tools will you use to evaluate this program/service?
Annual administrative review of staff performance are conducted in conjunction with periodic customer satisfaction surveys and regular service availability metrics.

Funding Description:

	Dollar Amount
Total Estimated Cost	
Salary	$33,200
Benefits	$12,566
Less Estimated Partial/Matching Funds (if applicable)	
TOTAL UAF INCREASE REQUEST	**$45,766**

SSFAB Comments/Notes:

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