

SCAD / DCS - Something that works at Princeton

SCAD (Support for Computing in Academic Departments)

(58 departments, 69 staff)

Staff are subsidized by the Provost with a "kick back" going to OIT

DCS (Distributed Computing Support for Administrative Departments)

(38 departments, 54 staff)

No subsidy for DCS. OIT collects a per FTE fee for participation

OIT (Office of Information Technology)

(1 Program Coordinator, 1 Technical resource staff)

280 Staff, about a third in support roles, central funding

A strong
IT support
community

OIT Responsibility

- Creating position description
- Matching departments
- Recruiting
- Professional development
- (Performance management)
- Limited back-up

Cornerstones

- Monthly meeting
- computing-support mailing list
- Informal breakfasts
- One common ticket tracking system

Signs of Success

- Most training is Joint OIT-SCAD training (17 workshops in 2008)
- CSO advisory group
- Joint Linux Support
- Calls for help
- Assistance with central projects