UNIVERSITY OF WISCONSIN SYSTEM
UW

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Expected OTS Service Impacts due to Staff Reductions

Last Updated: October 23, 2020

Unless specifically mentioned in the table below, OTS services will continue to be delivered as before.

Functional Area	Impact
Application/Web Support	• Applications will be supported in a "keep the lights on" fashion o Support limited to maintenance, emergency break/fix and statutory required enhancements to applications, websites and data systems
Audit Requests	• Unable to quickly respond without pausing other work
BP Logix Support	• Existing BP Logix flows supported in a "keep the lights on" fashion • Minimal capacity to automate local UWSA processes • Minimal to no capacity available to automate/standardize system-wide processes
Database Administration	• Unable to proactively tune or monitor databases • Limited ability to comply with UW data policies • Minimal to no support for data warehouses

Help Desk Support	• No onsite presence at Van Hise
	• "Walk up" help desk at Van Hise has been closed
	• Unable to immediately respond to critical issues
	• Limited MAC troubleshooting & support
	   o Will manage patching, security & monitoring of MAC devices
	   o All other support is best effort, when available
	• Unable to immediately respond to conference room issues
	• Unable to provide conference room or office A/V configuration/support
	• Limited answering of phone calls, more calls will go to voicemail
	• Limited in-person support

Efficiency Improvements	• Unable to proactively eliminate duplication • Unable to proactively replace aging computers (excluding UWSS Service Operations) • Unable to pursue opportunities to leverage new technologies to improve service • Unable to proactively improve business processes
Hardware Maintenance (servers & network) Information Security	• Delayed action on or unable to address deferred maintenance • Unable to implement and support new systems/services requested by business units (e.g. a new or replacement department application) in a timely manner • Limited server or network staff capacity to allocate towards mitigating security findings without pausing other work

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Issue/Request Resolution	• Longer response & resolution times for reported issues and requests
	  o Repair or replacement of hardware will be delayed
	  o Issues that cannot be resolved via a remote connection will be delayed

Project Support	• Minimal capacity available for staffing projects
	  o Departments should continue to contact OTS as early as possible to request project staffing
	  o If capacity is available, OTS will assist, otherwise OTS will try to help identify other resourcing options

SharePoint Support	OTS will: • Continue to support **native** Microsoft 365 applications (Teams, OneDrive, SharePoint sites, etc.) • Delegate administration to site owners • Find other solutions for critical apps (ePAF) • Find an alternative content sharing tool for sharing data with external partners • Create basic out of the box Office 365 sites for internal users (UWSA & UWSS employees) • Assist with permissions for granting access to UWSA & UWSS users • Direct any training needs to LinkedIn Learning • Bare minimum support for critical applications built in SharePoint until they can be transitioned to another platform (ePAF) OTS is unable to: • Troubleshoot or assist with external permissions to custom SharePoint sites • Customize SharePoint sites for users • Create custom SharePoint workflows
Training	• Unable to provide customized and individual training

Video Production	• This service is being discontinued on August 1, 2020
	  o No video or audio event recording
	  o Unable to create/edit/produce/assist with promotional videos
	  o No post-production or video editing
	• BOR meetings – web streaming will be through use of Webex
	• Unable to assist with event venue setup

Wisline Audio	• This service is being discontinued on December 31, 2020