

## DLIST 2008-2009 Strategic Framework: December 2008 Cabinet Update

### Mission Critical Processes (MCP) and Quality Standards (QS)

DLIST contributes to many critical processes and has established quality standards for our major area, **P12**

#### Managing Information Technology:

1. For 85% of all Helpline calls users will receive a response within an hour.
2. 85% of Critical Helpline calls will be resolved by a team member within 4 hour of entry into the database.
3. 85% of Priority Helpline calls will be resolved by a team member within 24 hour of entry into the database.
4. 85% of ASAP Helpline calls will be resolved by a team member within 3 days of entry into the database.

Helpline Calls from July 1 to November 30, 2008			
	# Of Calls	# On Time	% On Time
Critical	3	3	100%
Priority	29	29	100%
ASAP	743	647	87%
All Calls minus As Work Allows	775	679	88%

### What the Library Needs to Know from DLIST

The UITS **Transforming IT Services** proposal is still a concern for DLIST staff. Since the original proposal was that all IT staff would report to UITS by January 1, 2009 it's hard to forget. There is still the undercurrent of worry that there is a committee to look at centralization of IT services, but it may not change the outcome.

Elimination of the IC hardware and software support budget will have a big impact on the IC. There is a concern that without the IC, the Library's IC paid staff lines will also not be needed (nothing to support). Additionally, we think that the students, if they knew about this, would be outraged since the IC only supports them.

### Answers to the Open House Questions

Responses to the questions posed at the Open House for DLIST are below. The complete [DLIST Strategic Framework 2008-2009](#) can be viewed on the DLIST website.

1. Provide category of "criticality" in response (remedy) so people know how quickly their problem will be addressed. Provide rationale information online for those who have questions about why their problem is a particular category (so you don't have to respond to people in person about this).

Some Remedy Helpline calls do include a time estimate in the email response. For example, the response may say: "A DLIST team member will notify you or troubleshoot this ticket within 4 hours". As we work on the Remedy Helpline Replacement DLIST team project we will keep this request in mind.

2. Let us know what CCP can do to prepare for access to the collections viz the IR.

Adele Edwards had a brief conversation with the CCP people who asked this question and outlined a few things they could be doing, but the project planning is not scheduled to start until January 2009. Once the project team is formed part of the task breakdown list will certainly be the preparation needed.

3. Happy to hear about Drupal!!

So are we!

4. Can you explain the relationship between the UAiR project Timeline and the RSS project called Digital Commons phase 2? Is the UAiR a program for the Library? Who are the sponsors for UAiR Project?

UAiR is not a library-wide project but part of DLIST's ongoing functional work (like the Innovative system) and there are DLIST team projects regarding the technical functionality of the IR. DLIST also works with others to add content to the IR.

The [Digital Commons Phase II Draft Charge](#) is available from the Institutional Repository Team web site. The charge was drafted last March and I believe RSS may have plans to update it. The charge describes the planning needed to take place for a **CAMPUS**-wide institutional repository since the first institutional repository project team focused on Library issues. Two of the main purposes of the Phase II project are (1) campus wide needs assessment analysis, followed by (2) development of customer driven definitions of services, preservation, and content guidelines, standards, and business rules for a centralized, comprehensive digital institutional repository.

## Projects

### Current Library-Wide Projects (from PMG's spreadsheet) Dec 2008 Changes Highlighted

Project Name	SP or other category	PI/Project Manager	Sponsor	Begin Date	End Date	Dec 2008 Update
ASUS \$400 laptop pilot	Student Fee	Jackie Dee	Sharon Knowlton	7/1/2008	<del>12/31/2008</del> 1/21/2009	End date has always been 1/21/09. Analysis is scheduled for late December; recommendations are due by mid-January.
CMS Program - Single Sign-on Project	Strategic Plan Information Services	Lee Hemphill	Sharon Knowlton	5/30/2008	<del>1/31/2009</del> 8/31/2009	NetID access to subscribed databases completed 10/6/2008; access to Innovative MyAccount scheduled for 1/6/2009. NetID access to ILLiad has been delayed to summer 2009.
Digitization Process Coordination	Strategic Plan Digital Library	Adele Edwards	Sharon Knowlton	9/8/2008	2/9/2009	On schedule. Project has been re-defined to be implementation only; teams are reviewing the draft document; PMG will discuss how to get the approval and planning phase defined

UA Library Website I Redesign Planning Project (RFP)	Strategic Plan Information Services	Justin Spargur	Sharon Knowlton	Sept. 2008	<del>12/1/2008</del> 1/31/2009	RFP will be ready to put out for bid by the end of January.
UA Library Website II - Redesign Implementation Project	Strategic Plan Information Services	Justin Spargur	Sharon Knowlton	TBD	6/30/2009 8/31/2009	The Planning Project has also completed the task breakdown for implementation; changes to the website should happen in summer 2009.

**Pending Library-Wide Projects (from PMG's spreadsheet)**

Project Name	PI/Project Manager	Sponsor	Description	Start Date	End Date	Dec 2008 Update
Course Resource Organizer - Library Website	Justin Spargur	Sharon Knowlton	Focused on developing an application to assist in the development of course pages and subject guides. Must first develop understanding of needs and use of the content before designing application. May overlap with CMS Content project.	Jan. 2009	6/30/09 or later	Discussions are underway to cancel this project and move the work to the CMS Content project.

**Potential Library-Wide Projects (from PMG's spreadsheet) (No DLIST projects in this category)**

Project Name	PI/Project Manager	Sponsor	Project Description	Begin Date	End Date	Dec 2008 Update

**Team Projects (from PMG's spreadsheet)**

Project Name	PI/Project Manager	Sponsor	Project Description	Begin Date	End Date	Dec 2008 Update
Borderland Apache Collection (part of Arizona Sonora Documents Online digital collection)	Nick Jury	Sharon Knowlton	This is legacy project from when Shan Sutton was here. The documents were scanned and are supposed to be loaded on to ContentDM as part of the Arizona Sonora Documents Online digital collection. The objects are supposed to be loaded by DLIST at this	June 2009	Sept. 2009	No demand for this collection so DLIST has scheduled it for summer 2009

			point.			
CCP/Minisis - web access to images	Adele Edwards	Sharon Knowlton	Minisis handoff - Web access to the images will be provided by the Digital Commons/IR. A project between the IR group and CCP will need to be started in 2009 to create a process and determine the parameters of access.	Jan 2009	Jun 2009	Dependency on the CCP project that will select the content for the IR
IR Metadata added to Innovative	Nick Jury	Sharon Knowlton	Add IR metadata into Innovative catalog and thus into OCLC	Mar 2009	Jun 2009	
Library Website Hardware Upgrade	Jackie Dee	Sharon Knowlton	Migration will take place FY08/09; Update from DLIST 09/09/2008 Update: Dependency on Library Website Redesign, consultant may recommend changing the server platform.	TBD	Sept 2009	Maintenance on the website servers expires Sept 2009; replacement of the servers may have to happen before the website redesign implementation
Rangelands West	Jeanne Pfander	Sharon Knowlton	Needs Assessment, Business Plan Development and Technical Requirements Development for the Rangelands West portal	3/11/2008	3/31/2009	
USGS Sonoran Desert Research Station Technical Report Series 1976-2000	TBD	Sharon Knowlton	Technical reports housed historically by The University of Arizona School of Natural Resources and the U.S. Geological Survey Sonoran Desert Research Station (SDRS), Tucson. Early reports were the result of the collaborative efforts of the Cooperative National Park Resources Studies Unit (CPSU/UA), a joint project of the National Park Service and The University of Arizona. Later reports were produced by the SDRS (formerly the Sonoran Desert Field Station). The Series comprises a set of ecological, hydrological, geological, and other	June 2009	Sept 2009	

			environmental studies within southern Arizona and the Sonoran Desert from 1976 to 2000. Intended as practice loading data sets; DLIST identified content			
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**Team Projects (from DLIST's spreadsheet)**

<b>Project Name</b>	<b>PI/Project Manager</b>	<b>Sponsor</b>	<b>Project Description</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Dec 2008 Update</b>
EDC Website Redesign	Adam Engelsgerd	Justin Spargur	Design a Electronic Document Center storefront web presence	Sept 2008	Jan 2009	On schedule; Mike Hagedon is working with Adam
Exception (blue) Slip and Staff Directory Rewrite	Justin Spargur	Sharon Knowlton	Re-write to make the exception slip an application not a form and to add links to the staff directory	Nov 2008	Dec 2009	On schedule
GPO web site rewrite	Justin Spargur	Sharon Knowlton		Mar 2009	June 2009	
IR Content: Migrate all ContentDM Collections to the IR	Nick Jury	Sharon Knowlton		Mar 2009	Aug 2009	
IR Content: Migrate Books of the Southwest to the IR	Nick Jury	Sharon Knowlton		Mar 2009	Aug 2009	
IR Content: Migrate Electronic Theses and Dissertations to the IR	Nick Jury	Sharon Knowlton		Apr 2009	Aug 2009	
IR Development: Implement Drupal Content Mangement System	Nick Jury	Sharon Knowlton	Migrate the current IR front end applications to the Drupal open source content management system software	Nov 2008	Jun 2009	
IR Development: OAI-PMH released for public use	Nick Jury	Sharon Knowlton		Jun 2009	Sept 2009	
IR Development: RSS 2.0, Atom 1.0, and SRU functionality released for public and developer use	Nick Jury	Sharon Knowlton		Jun 2009	Sept 2009	
IR Grant Proposal	Nick Jury Tom	Sharon Knowlton	Development of an image metadata enhancement	Mar 2009	Jun 2009	

Development: NSF/NSDL Image Metadata Toolset Grant Proposal	Marshall		tool set and community to provide freeform and thesaurus-based tagging of scientific images.			
LessonLink Quarterly Updates	Justin Spargur	Sharon Knowlton		Oct 2008	Jan, Apr, Jul, Oct 2009	No update requests from Alex so no Jan update is scheduled
Migrate DLIST Z Drive to Intranet	Kent Duryee	Justin Spargur	Migrate all DLIST content from the Z drive to the DLIST intranet site and re-organize the DLIST intranet site	Oct 2008	June 2009	
NCA 2010 Accreditation Website	Justin Spargur	Sharon Knowlton	Website and Confluence setup to support the accreditation process; working with Ed Frisch	Nov 2008	Jan 2009	On schedule
Remedy Helpline Replacement	Jackie Y-B	Adele Edwards	Move from Remedy to the web-based system: OSTicket	Oct 2008	Mar 2009	Also looking at an application developed by SBS
Spending Reduction Application	Justin Spargur	Sharon Knowlton	Re-write of the faculty comment application	Oct 2008	Dec 2008	On schedule
VRL Chat Replacement	Adam Engelsjerd	Justin Spargur		Sept 2008	Dec 2008	On schedule