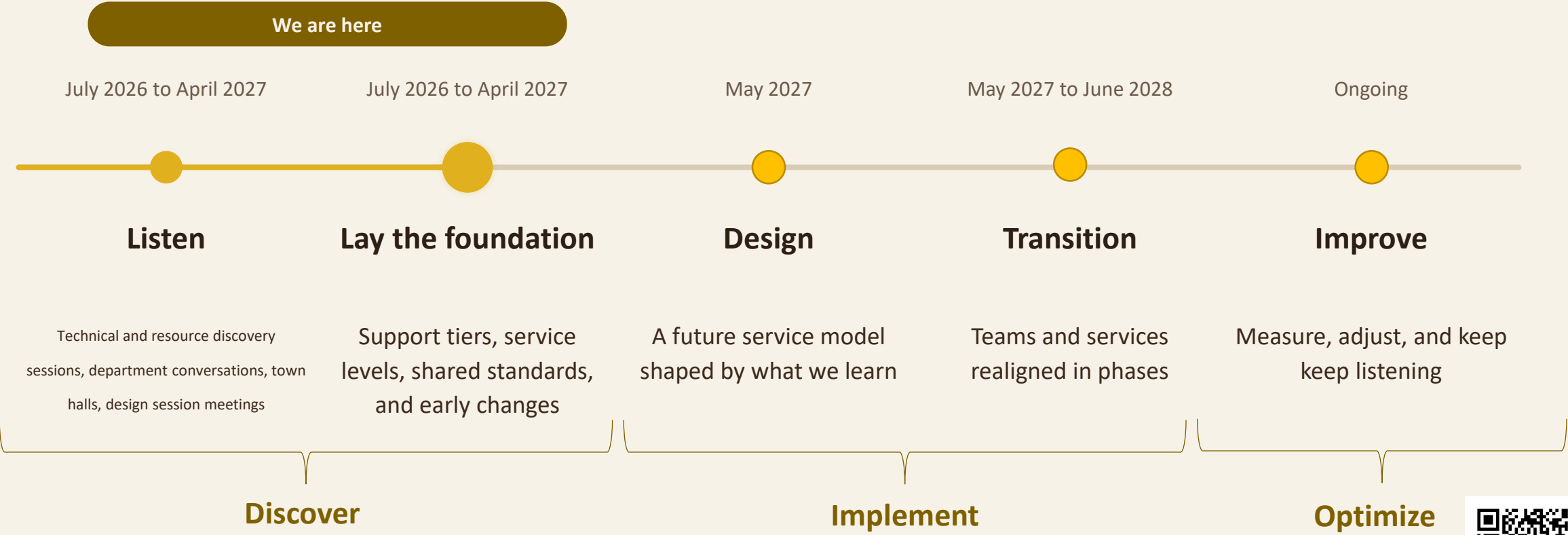

IT Redesign

Faculty Senate Update – October 1, 2026



Timeline



Changes that lay the foundation and meet a clear need won't wait for a later phase.



Process



Process before technology. We fix how the work flows before adding tools to it.



Current status

📌 Complete

Service desk support tiers, triggers, triggers, and escalation paths

Unified IT Communication

📅 Underway

SLE draft for IT community review

Ending the Bronco Bounce in IT

Shared hardware asset management

Unified documentation platform

Project intake and tracking criteria

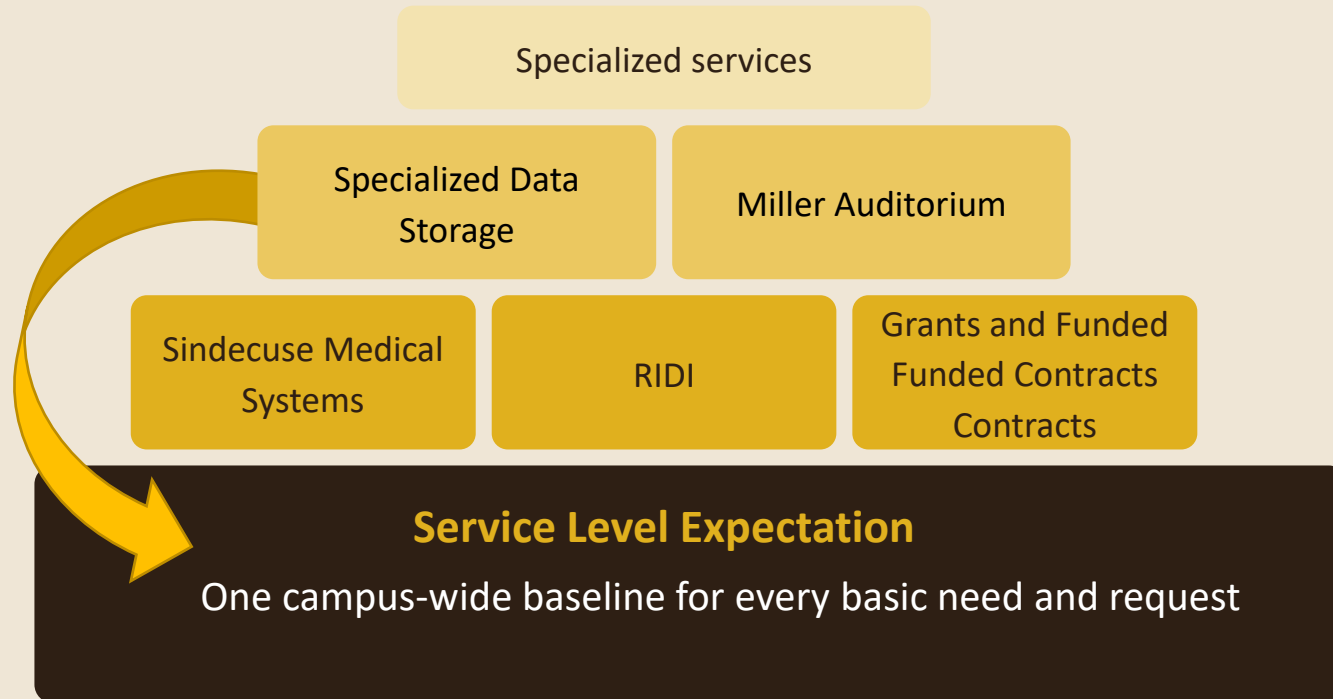
Learning from what came before

💡 Up next

Building a digital literacy program
program
Designing the future service model



Service commitments



THE FOUNDATION

Service Level Expectation (SLE)

One set of commitments for every request, no matter who you are: how to reach us, hours, response times, and ownership through resolution.

BUILT ON TOP

Service Level Agreements (SLAs)

Commitments for specific services, with targets tailored to what each one requires.



Governance

Senior Leadership Council

Sets direction. Approves IT strategy, policy, budget, and key priorities.

EXECUTIVE

IT Governance Chairs Committee

Manages the IT strategic plan and portfolio across all committees.

LEADERSHIP
P

Strategic Governance Committees

Evaluate and prioritize requests and investments in their area.

STRATEGY

Academic Experience

Student Experience

Enterprise and Operations Business Systems

Information Security and Privacy

Communications Technology

Technology Infrastructure

Data Governance

Support and User Experience

Research Computing

Instructional Technology

IT Operations

Delivers IT services and projects as directed by governance.

DELIVERY

University stakeholders

SHARED GOVERNANCE

Faculty Senate

Western Student Association

Graduate Student Association

ADVISORY GROUPS

Communities of practice

Project stakeholders

SUPPORT PARTNERS

Training providers

Project and service sponsors

Local support and champions

Business analysts

Direction, priorities, and resources flow down. Progress, input, and requests flow up.



Emerging themes

One front door

A single service desk that owns every request.

People on site

Local presence, with hours aligned to teaching.

Device lifecycle

Predictable refresh, onboarding, and offboarding.

Shared knowledge

One place and one practice for documentation. documentation.

Digital fluency

Ongoing training on the tools behind our mission.

Process before technology

Fix how work flows before adding tools.

Clear governance

Transparent review, priorities, and resourcing.

Continuity

University-wide priorities for when things go wrong.

Selected from the full list at <https://wmich.sharepoint.com/sites/Information-Technology-Organization-Design>
Tell us if these match your experience.



Tell us what we're missing.

Follow progress and share input at

<https://wmich.sharepoint.com/sites/Information-Technology-Organization-Design>

QUESTIONS

