

# IT Delivery and Funding Model – Guiding Principles

## DRAFT FOR DISCUSSION

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### End User Benefits

The UBC community should be better off under the new funding model than they are today under the current model. Benefits could include receiving an existing service level at a lower cost, receiving an enhanced level of an existing service at the same cost, gaining access to new services, and freeing up staff to do work of higher value.

### Expenditure Tracking

Overall IT expenditures should be tracked, and opportunities for either reducing these expenditures, or increasing the benefits received, should be explored on a regular basis.

### Best Practice Review

The catalogue of centrally provided services, the characteristics of services (e.g., scale, standards, overall quality), and the service costs will be reviewed annually against a selection of leading international universities to ensure UBC's IT infrastructure and services are providing excellent value to the community.

### Open Standards and Technologies

The use of open standards, and active participation in community source projects should be encouraged as a proven means of increasing choice, promoting the interoperability of systems and managing cost.

### Characteristics of Campus-wide Services that are Centrally Funded

Centrally funded services include those that are key parts of the university's basic IT infrastructure, and which become less effective, or ineffective, if they are not available to all units and people. Examples include the data network, the portal, identity management services, and other software services that provide widely accessed functions, such as credit card payment processing.

Services which directly enable the university's academic mission in research, learning and teaching activities that the university wants to encourage. Examples might include video conferencing and a course management system.

Services which are required for the effective functioning of the university, such as administrative information systems, should be centrally funded.

### Identifying, Prioritizing and Funding Campus-wide Services

UBC IT, in consultation with stakeholders, should be responsible for preparing a catalog of the central IT infrastructure and services that should be provided, their cost, and the benefits they provide.

Services that can be funded in whole or in part from sales should be identified, and pricing strategies suggested for each service. The cost of administration, life cycle support and renewal should be included in every case.

The information provided should be available for review, and comparative information for similar services at comparable institutions should also be provided.

### Characteristics of Campus-wide Services Offered on a Fee-for-Service Basis

Services which must be available, but which may be used in different amounts, or at different levels, should be provided on a fee-for-service basis. Examples include voice service and related services, such as voice mail.

Prices should be set at the lowest level that will cover all costs, including administration and sustaining the service in the future.