The changing face of IT SERVICE DELIVERY

CIOs are shifting their management focus

In 2015, CIOs focused more on managing infrastructure and technical resources.

Projected in 10 years

In 10 years, CIOs predict a shift to focus on managing vendors, services, and outsourced contracts.

Institutional demand for external services is growing

Across all institution sizes, moving to the cloud is the most popular method of service delivery, due to the increasing number of options and immediate cost savings.

85% use cloud services

35% share services

44% outsource services

15% use all three

Product features are the driving factors for change

Regardless of the service delivery solution, the most and least important motivating factors are consistent. Typical IT concerns are the most important factors.

Most important factors

Reliability

Quality of user service/support

Total cost of ownership

Alignment with institutional goals

Least important factors

Market reputation/popularity

Effect on workforce

Contract length

Availability of consortium options

Workforce concerns are among the least important motivators for CIOs, suggesting the need for staffing plans and HR partnerships during changes to service delivery approaches.

Few positions are changing with service delivery

Overall staffing has remained consistent, even though CIOs and managers are concerned that service delivery changes might reduce staff. The few positions negatively affected by changes are traditional IT infrastructure roles.

Cloud services

Outsourcing

Sharing services

System administrators

Reduced in 22 institutions

Gained in 14

Application developers

16

17

11

10

3

4

9

4

Effect on workforce

Job growth is in cloud computing

The top roles experiencing growth have to do directly with cloud computing. Although some in-house roles are being reduced, the move to cloud vendors calls for hiring in three areas:

Security and privacy

Data integration

Contract negotiators

Managers and their staffs must understand how changes in service delivery affect the workforce and plan for future disruption.

In 2015,

In 10 years,

To view the full report, go to: http://www.educause.edu/library/resources/it-service-delivery-research

The data in this infographic come from the ECAR report The Changing Face of IT Service Delivery in Higher Education.