

CHARGE TO BI-CO EXTERNAL REVIEW COMMITTEE FOR INFORMATION SERVICES

QUESTIONS FOR BRYN MAWR REVIEW

Operations

Can we realize advantages by coordinating more closely within the College the purchasing of software and hardware – how can we arrive at a system that saves money, preserves departmental autonomy, and respects the growing need for a “green” computing environment that constrains the continued growth in the number of machines and systems?

What are the staffing, funding and community education strategies that should be considered to meet the increasing demands for network infrastructure and data that comes from our central systems? How can we maintain the integrity of the data in the ERP in the way we staff and in the way we develop solutions for varying departments? How do we meet the challenge of building/designing/acquiring web-based, user-friendly front ends to our ERP?

Hardware/Software/Infrastructure

What do we buy and what do we build? How do we find the balance between the legal and privacy needs for security and the openness of our academic community? How can we be both flexible and efficient at the same time?

How adequate or strong is our infrastructure (e.g., bandwidth, security, disaster recovery)? What important steps do we need to take now to strategically place ourselves for the future needs of our students, staff and faculty?

Staff

Do we have the proper number of staff to meet the needs of the community? Is the staff properly deployed? Are there services the staff no longer needs to provide, or services that we need to add?

How can we retain our key staff members? What paths should be open to them for professional growth and development so that they are well-positioned to discover and provide new services to the community?