MEMORANDUM

June 21, 1989

TO: Rodney Sakaguchi  
   Director, University Budget Office

FROM: Colleen O. Sathre, Director

SUBJECT: NOTIFICATION OF CHANGE IN ORGANIZATION,  
UNIVERSITY OF HAWAII MANAGEMENT SYSTEMS OFFICE  
AND INSTITUTIONAL RESEARCH OFFICE

Enclosed for your files are copies of the reorganizations approved by the University for the Management Systems Office and Institutional Research Office.

Please replace the organization charts on file with the new charts.

If you have any questions, please call R. Drue McGinnes at 948-7532.

COS: ast

Enclosure
SUBJECT: APPROVED REORGANIZATION OF MANAGEMENT SYSTEMS OFFICE
AND INSTITUTIONAL RESEARCH OFFICE
OFFICE OF PLANNING AND POLICY
SYSTEMWIDE ADMINISTRATION, UNIVERSITY OF HAWAII

The University is currently developing an integrated and
comprehensive system of assessment and evaluation across all
campuses. Additionally, there are ever increasing demands for
more decision support systems to strengthen planning, management
and evaluation endeavors at the system level and at each of the
nine campuses.

The two job classifications central to the development of these
support systems, computer specialists and institutional analysts,
are in short supply. This reorganization represents a modest
effort to address these growing needs with the limited resources
at hand.

This reorganization eliminates MSO's Administrative Information
Services Section and places those functions in the User Support
section. The two Administrative Information Services Section
positions are distributed thusly: Computer Specialist IV to User
Support; Institutional Analyst III redescribed as a Computer
Specialist and placed in Administrative Information Systems
Support. In addition, a Computer Specialist IV position is moved
from Administrative Information Systems Support to User Support.

The reorganization further moves a Computer Specialist II
position from IRO to MSO's User Support division, and an
Institutional Analyst II position from MSO to IRO.
PROPOSED MINOR REORGANIZATION

MANAGEMENT SYSTEMS OFFICE
AND
INSTITUTIONAL RESEARCH OFFICE

OFFICE OF PLANNING AND POLICY
UH SYSTEMWIDE ADMINISTRATION
OVERVIEW

MANAGEMENT SYSTEMS OFFICE (hereafter MSO): This proposal would abolish the section titled Administrative Information Services on the CURRENT chart and rename the remaining (excluding the Director's box) sections (on the PROPOSED chart) ADMINISTRATIVE INFORMATION SYSTEMS SUPPORT, TECHNICAL SUPPORT, AND USER SUPPORT. Additionally, some positions, vacant and filled, would be moved (discussed later).

INSTITUTIONAL RESEARCH OFFICE (hereafter IRO): The proposal would result in one position exchange with MSO (discussed later).

PURPOSE

The purpose of the proposed reorganization is to provide consolidated and focused support for the emerging requirements of administrative computing and expanding demands for decision support information.

With the explosion in technology and the productivity enhancements offered by the personal computer, there is an ever increasing demand by administrators to have more and more computing power "on their desks." At the same time, these users must be provided with the training and the expertise to accomplish their jobs in, basically, two modes:

1. Training, software support and consulting in terms of stand-alone proficiency of the user.

2. Training, software support and consulting in terms of "access"; that is, we must show them how to get at the data bases and move that data to their work stations.

The University is currently developing an integrated and comprehensive system of assessment and evaluation across all campuses. Additionally, there are ever increasing demands for more and more decision support systems to strengthen planning, management and evaluation endeavors at the system level and at each of the nine campuses. In essence, the resources required to meet these demands are in very short supply; the two classifications that are at the heart of developing these "support systems" are computer specialists and institutional analysts. This proposal would initiate modest efforts to focus the limited resources to address these growing needs.

The proposed reorganization would eliminate the ADMINISTRATIVE INFORMATION SERVICES SECTION (CURRENT MSO chart) and place those functions under the direction of the current manager (50058) of the USER TRAINING AND SUPPORT SERVICES SECTION (UTSS, CURRENT MSO chart). Additionally, the USER TRAINING AND SUPPORT SERVICES SECTION would be renamed USER SUPPORT (US) and would include the following expanded functions:

1. User support in terms of ad hoc, special reports and/or user access in terms of downloading from data base(s) and data access; and data base management and user support in defining and assisting in the development of data policies and procedures, including access to data base files. User Support will also assist in researching, testing and implementation of new software packages that support user productivity and access to data bases.

2. All training and education relevant to personal computers, mainframes, minicomputers, local area networks, printers, associated software, data base access and manipulations and, most importantly, applications transfer. The latter, in short, means that this section will now train users with the specific objective of making them self-sufficient and thus "moving" the processes of data downloading, manipulations, analyses and output generation to the users.
3. User Support, as reorganized, would have the expertise to train, to educate, to consult...to provide the user with a comprehensive spectrum of support for meeting his/her administrative data requirements; from consulting, to procurement, to education, to specialized training, to access, to downloading, to applications support and transfer, that is, to self-sufficiency.

There would be no changes in the functional description of the Institutional Research Office.

RATIONALE and EFFECT ON STAFF

The functional rationale and purpose are basically described and addressed in the PURPOSE section above. However, as there are two vacant APT and three filled APT positions affected by this proposal, a short discussion of the impact on these positions is appropriate.

o 80218. The proposed reorganization would move this currently filled Computer Specialist II position, from IRO to User Support (PROPOSED MSO chart). This position is currently working in that capacity on an emergency reallocation basis to assist in addressing needs and demands discussed above. This has worked out very well in terms of the functional responses made by the User Support staff. The affected staff member is particularly happy with the arrangement. This proposal would make the move permanent.

As a result of one resignation and one promotion, MSO now has two (2) vacant Institutional Analyst positions. On the current chart these are noted as 80216 in the Director box and 80214 in the Administrative Information Services Section.

o 80216. IRO would receive additional analytical support by moving this vacant Institutional Analyst II position, (from the CURRENT MSO chart, Director's box), to the IRO box (see PROPOSED chart, under the Director of Planning and Policy).

o The entire section, ADMINISTRATIVE INFORMATION SERVICES, would be disbanded and the functions moved to USER SUPPORT (PROPOSED MSO chart).

o 80214, vacant, Institutional Analyst III, would move to ADMINISTRATIVE INFORMATION SYSTEMS SUPPORT and would have a new job description submitted for reclassification to the computer specialist class. This anticipated reclassification action would provide additional computer specialist support, as discussed previously.

o 80049, filled, would be moved to USER SUPPORT.

o 80035, filled, Computer Specialist IV (recently reclassified and shown as a III on the current chart) would be moved from ADMINISTRATIVE INFORMATION SYSTEMS to USER SUPPORT. This action would make permanent a temporary shift made to address the explosion in end user administrative computer demands.

Also, in concert with this proposal, the three division manager positions would be redescribed. Revised, APT, Computer Specialist job descriptions would be submitted for: 80063 (Administrative Information Systems Support), 80062 (Technical Support) and 80058 (User Support).
SUMMARY

This proposed reorganization would focus staffing expertise and resources around the three primary functions of the Management Systems Office:

- ADMINISTRATIVE INFORMATION SYSTEMS SUPPORT: personnel, fiscal, student, etc;
- TECHNICAL SUPPORT: mainframe hardware and software; minicomputer hardware and software; data base security, integrity; telecommunications support, etc; and,
- USER SUPPORT: training, consulting, education, access, applications transfer, etc.

Additionally, much needed staffing support would be added to IRO to help address the decision support demands from the system offices and each of the nine campuses.

This proposal has been discussed, openly and candidly, with both the managers and the staff. There were no concerns raised beyond the usual "when will it take effect" kinds of questions.

We feel this proposal is in the best interest of university goals; the proposal would have definite and positive impacts on the objectives, both short and long range, of MSO and IRO, specifically, and the Office of Planning and Policy in general:

- Improved effectiveness of scarce staff resources vis-a-vis stated support objectives of the administration, and
- Increased efficiency and productive support of the administrative user community, in terms of effective information and technical support.

COST IMPACT

The movement of filled positions would result in no immediate cost increases as a result of the proposed reorganization. The filling of the vacant Institutional Analyst II (from MSO to IRO) would require only the transfer of the position and salary funds from one account code to another. The vacant Institutional Analyst III position (moved from the old disbanded section to Administrative Information Systems Support) was receiving a salary that would approximate the salary of the reclassified Computer Specialist position, shown as "to be redescribed" on the MSO PROPOSED chart.

The "to be redescribed" classification proposed for the three division managers shown on the MSO PROPOSED chart would, of course, have budgetary impact. However, it has been determined that these funds would be available and would require only moderate reallocation.
# MANAGEMENT SYSTEMS OFFICE

**CURRENT**

STATE OF HAWAI'I  
UNIVERSITY OF HAWAI'I  
SYSTEMWIDE ADMINISTRATION  
DIRECTOR OF PLANNING AND POLICY  
MANAGEMENT SYSTEMS OFFICE

POSITION ORGANIZATION CHART  
CHART A

## Administrative Information

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## Administrative Information

### Services Section

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#### Systemwide Administration
##### Office of Planning and Policy

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#### Planning Office
- Policy and Program Officer (Planning Officer)
  - MO4-AM 89262
- Educational Sp III
  - F-09 80015

#### Policy Office
- Policy and Program Officer
- MO4-AM 89013

#### Institutional Research Office
- Director MO5-AM 89243
- Secretary III SR-14 19069
- Inst Analyst IV P-12 80223
- Inst Analyst III P-10 80220
- Inst Analyst II P-08 80213
- Inst Analyst II P-08 80216

#### Management Systems Office
- See Chart A

#### Information Technology Office
- Director M08-NM 89268
- Secretary III SR-14 40855
- Educ Sp III P-09 81042 (Instructional TV)
- Educ Sp II P-07 81043 (Training and Support)
- Educ Sp I P-03 81356
- Electronic Eng I P-12 81355

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**Approved by:**

![Signature]

**Title:**

Director, Office of Planning and Policy

**Date:**

June 21, 1989
MANAGEMENT SYSTEMS OFFICE

FUNCTIONAL STATEMENTS
MANAGEMENT SYSTEMS OFFICE

The Management Systems Office is a systemwide office responsible for providing administrative data processing and information support services to both systemwide and campus administrators.

Administrative Information Services Section

- Analyzes management information requirements and develops computer program specifications.
- Recommends data definition policies and standards.
- Assists users in accessing data files and developing their own reports.
- Coordinates requests for computer services.
- Manages computer contracts and expenditures.
- Assists in internal office management.

Administrative Information Systems Section

- Works with key operational units to define data processing requirements and develop solutions/plans for present/future needs.
- Provides systems analysis and feasibility studies on request.
- Designs and develops computer programs and documentation.
- Maintains EDP applications including production of routine management information reports.
- Trains users in the use of the system.
- Provides computer program maintenance.
- Provides data entry services to convert source documents into machine readable form.
- Coordinates computer report schedules.
- Secures necessary computer time and resources.
- Prepares and submits computer jobs into the computer.

Technical Support Section

- Operates and maintains minicomputer systems.
MANAGEMENT SYSTEMS OFFICE

The Management Systems Office is a systemwide office responsible for providing administrative data processing and information support services to both systemwide and campus administrators.

Administrative Information Systems Support

- Works with key operational units to define data processing requirements and develop solutions/plans for present/future needs.
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- Prepares and submits computer jobs into the computer.

Technical Support

- Operates and maintains minicomputer systems.
- Monitors performance of administrative computer systems and modifies configuration and workload as needed.
- Establishes computer utilization procedures and recommends policies.
- Implements and maintains computer hardware and software packages.
- Maintains central data base.
- Maintains the on-line teleprocessing environment.
- Maintains and manages machine-readable program libraries.
- Controls security of on-line systems, data bases, physical facilities and backup tapes.
- Conducts research and development of new products.
- Installs and troubleshoots computer terminals and data transmission equipment, and maintains the data communications network.
- Provides technical staff training and technical assistance to the staff and users.
- Serves as the liaison to the UH Computing Center.

**User Support**

- Provides training, technical services, and a bi-monthly newsletter to a selected group of administrative users sharing a computer system.
- Assists users in reviewing their requirements and determining specific solutions which best meet their present and future needs, and recommends acquisition of new software by MSO as appropriate.
- Coordinates and conducts demonstrations and information sessions as required.
- Conducts training in the use of various minicomputer software packages and maintains training records of users and staff.
- Assists in testing software packages prior to release.
- Coordinates MSO form design and ensures standardization.
- Provides training to end users on UH-developed information systems.
- Analyzes management information requirements and develops computer program specifications.
- Recommends data definition policies and standards.
- Assists users in accessing data files and developing their own reports.