

_ChemIT's purpose

ChemIT staff members work hard to bring value to to CCB research, teaching support, and administrative groups. Learn more about what drives us!

See also

- [Contextual Visions and Missions](#)
- [By the numbers, ChemIT and PhysIT](#)
- [ChemIT service and staffing levels](#)

Questions to answer

- What do we value?
- What do we measure, gauge, evaluate?
 - Ideas: What was done? What affect did we have? (practical outcomes, emotional impacts) How much did we do? What are reasonable targets for any of these measures?
- Where are we relative to our goals or aspirations? (How define?)
- Where do we want to go? (How define and measure areas of work?)

ChemIT exists to:

Provide local, focused IT services in:

- Research
- Teaching
- Administration

The types of services are either unique or value-added.

- For commodity services, only provide them if super-efficient and/ or highly valued.

	Office Desktop Computing and related	Instrument support	Computational and Cluster servers	Other stand-alone servers	Other*
Research	Yes	Yes	Yes	Yes: Crane: Fileshare Scheraga: Synology storage	Yes
Teaching	Yes	Yes	No		Yes
Administration	Yes	No	No	ChemIT: Large storage for software CCB: License server	Yes

*Other includes:

Chen group's data storage "bays"

Cerione and Crane's 3D-viewing hardware and software (Linux)

Crane (and others?) SBGrid

Teaching lab computers, 3 distinct sets totalling over 100(?) off-network laptops

Stockroom's custom-built Point-of-Sale WebApp

Physics Testing Center custom-built grading systems (3)

ChemIT's Actions and Decisions are:

- **Transparent**
 - Ensure we are working on the "right" things
- **Efficient**
 - Ensure we are doing the work right.
 - Learn to productively say no, when appropriate. 😊
- **Sustainable**
 - Avoid staff burn-out, train to ensure continued relevance, and budgets & funding reinforcing most valued services

ChemIT Priorities are:

- **Relationships**
 - Work on the "right" thing through mutual understanding and appreciation.
 - Meet real needs, balanced against total costs and competing demands
- **Results**
 - Performing our work the "right" way through staff training and experience.
 - Enable cost-effective, sustainable solutions

We measure what we do by:

Seeking evidence of failure.

- Includes if anyone had an unpleasant surprise.

Meaningfully measuring and presenting what ChemIT does over time.

- Maintaining a list of current projects, both large and smaller.
 - Indicate monthly completed projects
- Track most every non-project request, called a "ticket".
 - A snapshot of "open" tickets: Title description, who it's assigned to, date it was created, its status, etc.
 - Monthly count of tickets per person completed.

Tools and Techniques

SWOT

- Strengths (internal)
- Weaknesses (internal)
- Opportunities (external)
- Threats (external)

Example

- <http://www.leadershipthoughts.com/how-to-use-a-swot-analysis/>

Context

- [Contextual Visions and Missions](#)