

DRAFT - IT JumpStart Program - March 2013

General Overview

Information technology units, roles and resources are highly distributed across the UW-Madison campus. The campus is rich with talented, technology staff and resources, but the culture relies heavily on “knowing” how to navigate it for requesting support or advice on a variety of technology issues. The Campus Technology Issues Group would like to address this concern by piloting an IT Ambassadors Program in Spring 2013 to personally welcome new IT staff to UW-Madison and introduce them to some friendly faces and key support resources.

Scope

Identify new IT personnel (outside of DoIT and GLS) to contact and visit for the purpose of welcoming them to the UW-Madison IT community and for sharing key IT resources.

Process

CALS Admin provides data pulls three-times annually (Sept, Feb, July) to CTIG reps.

CTIG reviews data and makes assignments to ambassadors at monthly meetings.

- Brenda emails division HR contacts and MTAG about the program.
- Assigned ambassador emails new staff member to provide an introduction and invite to coffee or offer to drop by.
- Ambassador gathers interests and area of specialization from conversation.
- Ambassador shares out visit info with CTIG-EC for recommended resources.
- Ambassador emails new staff member with link to resources and a lead contact in their area of interest, including asking if they'd like to participate in a peer community or cohort.
- CTIG tracks visits through an online tool and reviews feedback at monthly meetings.
- CTIG explores opportunities for building peer support network.
 - What did you wish you knew?
- CTIG determines by July 2013 if program is sustainable and moves it from pilot to production.
- CTIG reaches out to OHRD and CIOs office about training or professional development opportunities.

Materials to Develop

- [Introductory email boilerplate](#) (In Progress)
- Introductory email to division HR contacts and MTAG
- Follow up email to new staff member
- HOLD [Interest survey](#) (Draft to go to Qualtrics)
- Develop KB site for resources (Chris request instance)
 - [List of lists](#) (In Progress)
 - [List of online resources](#) (No documented progress, see List of lists for relevant items)

Examples of Key Resources for Sharing Out

- Wisclists (Techpartners, CoMETS, Accessibility (Web), Business Analysts, Wooha, TPOT)
- Websites (Strategic Plans, Policies, Services, Prof Development, KB, Purchasing)
- Ongoing (Quarterly IT Policy Forums, Monthly IT Leadership Breakfasts, UW Madison Peer Coaching Community, UW-Madison ITLP Improv Sessions, CoMETS SIGs, CTIG sponsored presentations, vendor presentations)

Optional Considerations

- Ambassador pairs are reps from CTIG and CoMETs
- Ambassadors leave biz cards as lifelines
- Mentee/Mentor relationships
- Peer coaching opportunities

Action Items

[illegible]