

Assessment of the FBM IT Service

2017 Report – Faculty of biology and medicine

This report presents the results of the satisfaction survey regarding IT for the departments benefiting from the FBM IT Service.

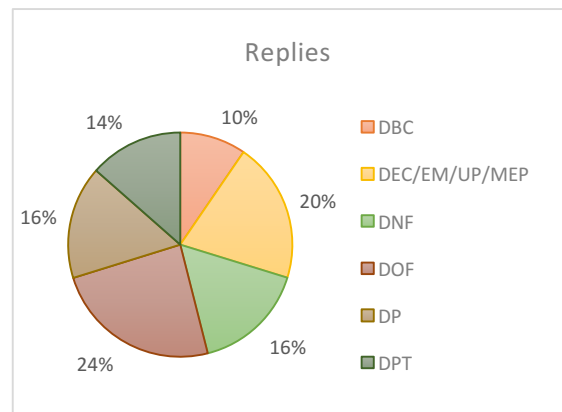
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Introduction

This survey was based on the same format as 2016 (scale, privacy). It was addressed to the following departments :

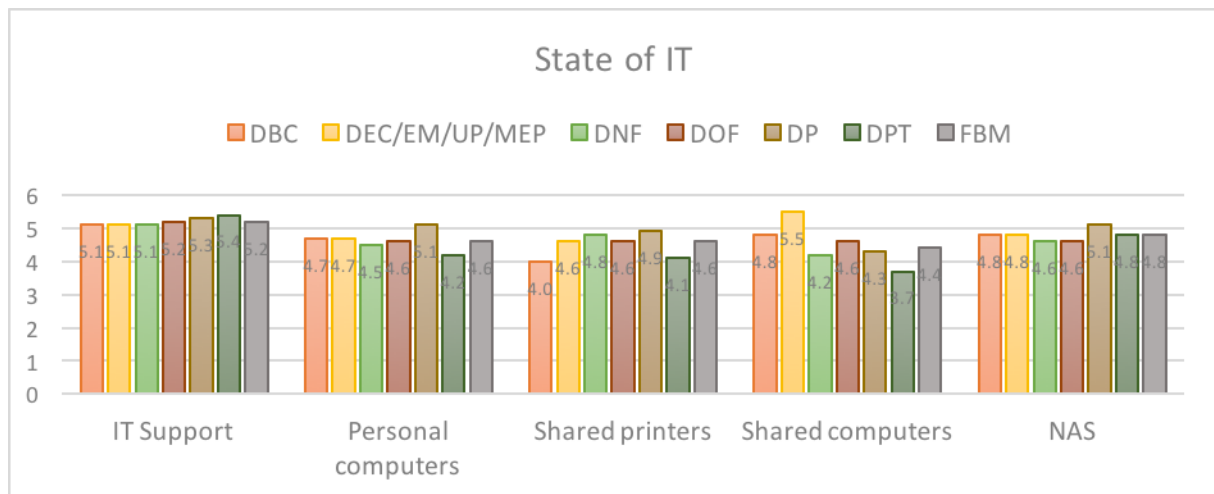
- Deanship of the FBM (DEC, EM, UP, MEP),
- Dpt. of computational biology (DBC),
- Dpt. of fundamental neuroscience (DNF),
- Dpt. of physiology (DP),
- Dpt. of pharmacology and toxicology (DPT),
- Dpt. of fundamental oncology (DOF).



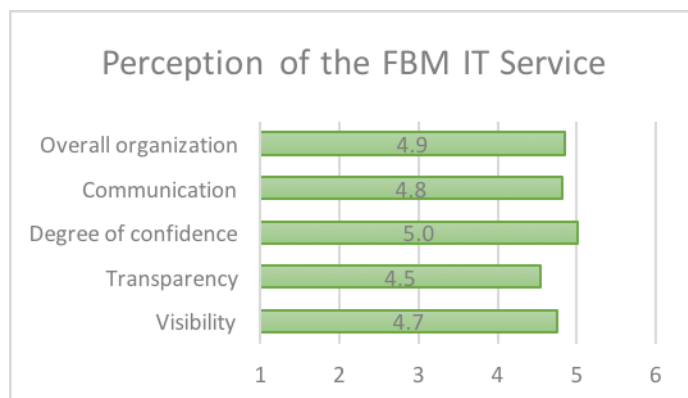
About **27%** of users (178 people out of 655) participated in the survey. The researchers represent 61% of the replies against 39% for the administration and technical staff (PAT).

Results

The survey is based on five indicators, presented in the graph below, to draw a general picture of the state of IT. With the exception of personal IT equipment, whose score remains unchanged, the average score of the FBM increased slightly compared to 2016: IT support (+0.1), shared equipment (+0.2), NAS (+0.1).



1 = Very insufficient; 2 = Sufficient; 3 = Sufficient; 4 = Good; 5 = Very good; 6 = Excellent



The survey also gives an idea of users' perception of the FBM IT Service, according to five criteria:

- 1 = Very insufficient
- 2 = Insufficient
- 3 = Sufficient
- 4 = Good
- 5 = Very good
- 6 = Excellent

Observations and plan

- Local **IT support** is still highly appreciated by all users of the Faculty. Maintaining this quality of service is one of the main and permanent goals of the FBM IT Service.
- Despite the **renewal of equipment** started last year (ex: printers at the DNF, personal computers at the DP, etc.), IT equipment of several departments is still considered obsolete. The FBM IT Service will continue to promote the renewal of equipment which is no longer maintained and look for an inventory tool in order to more easily identify the obsolete equipment.
- In general, **UNIL NAS server** is suitable for research (access, folder structure, availability). Nevertheless, researchers are very concerned by storage capacity of the common infrastructure and the billing policy that will be implemented soon by the IT Center of UNIL (Ci). To anticipate and reassure users, the FBM IT Service will continue to meet regularly the IT Center of UNIL in order to support the needs of the FBM.
- Researchers do not have enough information about **good storage and archiving practice**. The FBM IT Service will try to advise them or redirect them to the competent persons (ex: BIUM). IT will inform the Deanship about the need mentioned by several users regarding an electronic notebook to manage the laboratory data.
- Work made this year regarding **communication** (website, e-mail, IT workshops) will be continued in the future. In order to improve its visibility and its transparency, the FBM IT Service will strengthen its presence with the newcomers.

Conclusion

The participation rate, higher than last year, led more representative results. The FBM IT Service is satisfied with this assessment which once again highlighted the quality of IT support provided by all the local IT managers. Communication results show that the FBM IT Service is on the right track. Unsurprisingly, storage (capacity of the infrastructure, best practices, etc.) will be one of the priorities of the FBM IT Service in 2018. The latter will continue to act as an intermediary between the suppliers (IT Center of UNIL) and the users (FBM researchers). To conclude, efforts to renew the obsolete equipment must be pursued.