

Assessment of the FBM IT Service

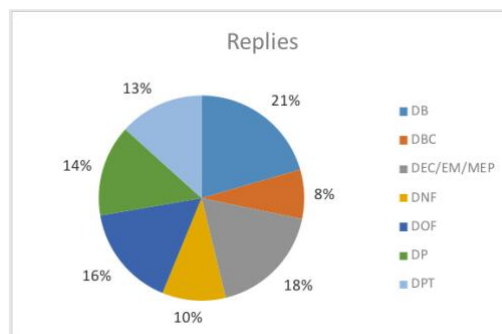
2018 Report – Faculty of biology and medicine

This report presents the results of the 2018 satisfaction survey regarding IT for the departments benefiting from the FBM IT Service.

Introduction

This survey was addressed to users of the following departments :

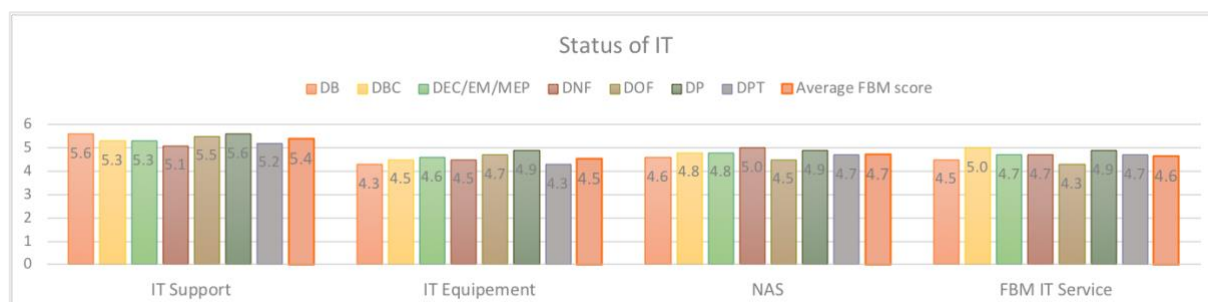
- Deanship of the FBM (DEC, EM, MEP),
- Dpt. of biochemistry (DB)
- Dpt. of computational biology (DBC),
- Dpt. of fundamental neurosciences (DNF),
- Dpt. of physiology (DP),
- Dpt. of pharmacology and toxicology (DPT),
- Dpt. of fundamental oncology (DOF).



About **21%** of users (180 people of 856) participated in the survey. The researchers represent 56% of the replies, 39% are from the administration and technical staff (PAT), the remaining 5% are from the students.

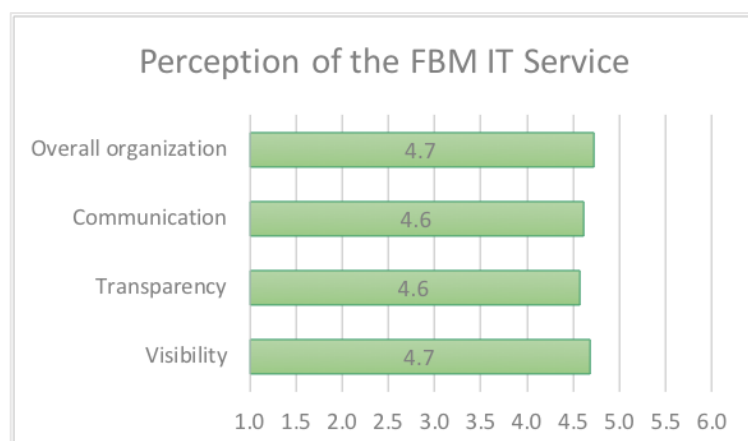
Results

The survey is based on four indicators, presented in the graph below, to draw a general picture of the status of IT. Compared to 2017, the average score for the FBM regarding IT equipment remains unchanged. In contrast, the support gained 0.2 points while the NAS loses 0.1.



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

The survey also gives an idea of the perception of the FBM IT Service (Si) by all users of the PFBM, according to four criteria. In comparison with 2017, the appreciation of FBM IT Service's visibility remains unchanged, while its transparency gains 0.1 points. The general scores given to its organization (procedure management, etc.) and its communication (e-mails, Si wiki, etc.) are both losing 0.2 points.



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Observations and action plan

- The local **IT support** provided by the IT managers is always greatly appreciated by users and one of the FBM IT Service's permanent objectives is to maintain this level of service.
- The quality of the **IT equipment** differs from one department to another, as it depends on the policy of the budget holders of each organization to buy or renew the IT. Generally, obsolete equipment is small printers and shared computers. In order to have a better overview of the IT equipment status of each department, it seems necessary to implement an automated inventory tool. For some time now, the Si is interested in the MDM project (Mobile Device Management) conducted by the IT Center of UNIL (Ci) and wishes to take part in it in case the project is implemented within a suitable period (summer 2019). This tool will also help the FBM IT Service in the management of workstations (software installations, updates, etc.).
- The FBM IT Service should continue to take part in the discussions regarding infrastructure and **data storage** policy of UNIL to support the needs of the FBM and to report the information. As soon as the Ci communicate more information about its services, the Si will update its documentation on the wiki (FBM IT Service's website) and will help researchers to find the information they need. At present, the Si cannot help researchers with a LIMS project (Laboratory Inventory Management System) because it does not have the human or financial resources that are required. Nevertheless, according to the FBM Deanship, the researchers are free to choose and to get such a tool.
- The **VPN** instability has been reported by several users in different departments. The FBM IT Service will perform tests and make a report to the Ci if necessary.
- In the **UNIL/CHUV departments**, users would like more collaboration between IT teams. Unfortunately, for security reasons, the University and the hospital networks do not have the same requirements and it is not possible to change anything about that.
- Work made this year regarding **communication**, especially with new collaborators (welcome procedure), were highly appreciated by users. However, the Si still needs to improve its visibility and that of its services in several departments.

Conclusion

In 2018, despite the participation of a new department, the response rate was decreasing. Given some comments, the satisfaction survey is too recurrent and users do not see big change from one year to the next. Therefore, the FBM IT Service decided not to renew the survey before two years. Nevertheless, the Si is satisfied with the results of the satisfaction survey, especially with the IT support assessment which is the Si's main task. Regarding the specific needs of each department, the Si took corrective action in the report it has sent to them.