

Announcing UIS service management organizational changes ^[1]

January 28, 2016 by [UIS Communications](#) ^[2]

UIS's Information Technology Service Management (ITSM) team has made some organizational changes to mature our services and enhance our support to our System Administration customers and campus partners.

Beginning January 4, Kevin McCarty transitioned into the newly-created role of Service Management Engineer. In this role, Kevin is responsible for maturing UIS processes and services to ensure consistency and increase overall quality.

To implement more effective cross-training and multi-tiered support, the Service Desk and Business Applications teams now report to Matt Smith in his new role as Assistant Director of System Administration Services. Matt is now the escalation point for these two teams.

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