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# Faculty Workstation Project: A Case Report

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# Abstract

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Faculty in academic health centers need robust campus networks and high level workstations. At the University of New Mexico (UNM), a project began in 2000 in which institutional funding mechanisms changed to encourage faculty acquisition of standard institutional workstations rather than equipment purchased by individual or departmental preferences. These standards promoted the most cost-effective operation and development of information systems, and offered faculty a higher level of IT support on the UNM HSC campus.

# Problems

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- Many UNM HSC faculty members had substandard workstations or no workstations
- Workstation standards did not exist
- Limited centralized technical support due to variability of workstations
- Negative perception of Help Desk
- No regular replacement and upgrade strategies for workstations

# Background - 2000

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- A campus-wide faculty survey found that budgets for capital IT equipment did not exist, and that 2/3 of respondents believed that improved computing capabilities would enhance their teaching and research effectiveness\*
- Cerner, GroupWise, & SCT Banner applications require larger, more powerful workstations
- Of 480 School of Medicine faculty workstations, 160 (33.3%) were below standards and 212 (44.2%) were below 266 MHz

# Setting/Participants

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- Academic and research environment in a Health Sciences Center
- Faculty in Medicine, Nursing, and Pharmacy ( $\geq .5$  FTE)



# Questions

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- Will standardized faculty workstations:
  - Be accepted by faculty and leadership?
  - Increase faculty satisfaction?
  - Improve workstation support?
- Can financial subsidies be a successful strategy for rapid acceptance?
- Can routine workstation upgrades be financially sustained?

# Methodology

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- Departmental inventory of existing workstations
- Focus groups
  - Identify needs
  - Develop standards for hardware and software
- Obtain funding commitments from leadership
- Surveys of AAMC/GIR and AAHSL members
  - Prevalence of institutional policies for faculty workstations
  - Institutionally funded
- Demonstrations for faculty

# Results

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- Since FY01, approximately 1/3 of faculty received new workstations annually
- In FY02, 400 standardized workstations were selected by administrators and staff
- In FY03, all users have adopted faculty workstation hardware and software standards

# 2003 Workstation Hardware Standards

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- Dell Optiplex
- Small Form Factor Case
- Pentium 2.4 GHz
- 256 MB RAM
- 40 GB High Speed Hard Drive
- Rewriteable CD Recorder
- Digital 17-inch Flat Panel Monitor
- Digital Dual Display Video Card

# 2003 Workstation Software Suite

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- Windows XP Professional
- MS Office XP Professional (Word, Excel, Access, PowerPoint)
- GroupWise
- Internet Explorer
- Netscape Navigator
- Adobe Acrobat Reader
- McAfee VirusScan
- Internet Application Suite
- QuickTime
- Citrix Client (Cerner applications)

# Outcomes

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- Centralized standards can be implemented in a decentralized environment.
- A greater percentage of faculty have high-level workstations.
- Faculty time spent on researching and ordering workstations is decreased.
- HSC Leadership endorses the project.
- The Budget Office believes the project is cost-effective; volume purchasing offers higher price breaks.
- Help Desk staffing is maximized and efficiency improves; turnaround time is reduced, and more calls are handled.

# Next Steps

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- Determine if standardized workstations increase faculty satisfaction and productivity.
- Determine if the efficiency of the Help Desk improves.

# For More Information...

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