

Decision Support Moving to Gateway Building

Decision Support has become a nomadic tribe in its short history at the University of Illinois. Since it began as a project team, DS has called six different locations home and is now moving to its 7th location in 8 years.

On Monday, June 29, DS will begin working from the Gateway Building (previously the Motorola Building) at 1800 S. Oak St., Champaign. The DS office will be on the second floor in the southwest corner of the building (suite 201). This move is relatively short from the current location at 2001 S. First St., Champaign (the Z-2 Building), but will provide many changes to better meet the department's needs.

The Gateway Building, at the corner of First St. and St. Mary's Rd. (with parking entrance from Oak St.), was the first to be constructed in the Research Park. The new office space includes a large conference/training room that will provide greater convenience for the many training events DS provides. The office space will be more appropriately sized for the department's current and future needs. Employees are also looking forward to the outdoor patio and tables, large cafeteria area and break room, and the recreation and fitness room. The building is also conveniently located directly across the street from Houlihan's Restaurant and the I Hotel Conference Center.

Transition Planned to Minimize Customers' Inconvenience

Preparations for the move are already underway and cardboard boxes are stacking up in the hallways as the move date draws near. Decision Support – with assistance from Planning & Budgeting, AITS, CITES, Facilities & Services, and Fox Development Corporation – has planned the move to be as efficient and easy as possible, focusing on minimizing the impact to customers.

The week of June 22-26 is "move week". The DS team will be busy making final arrangements and packing on Monday and Tuesday (6/22-23). The department will then spend a few days on campus, working from the University of Illinois Foundation 6th floor training room at 507 E. Green St. (aka, the Urban Outfitters building).

During this time, customer support may face some delays resulting from limited telephone access. DS staff will not be able to receive calls while working from the Foundation (6/24-26). However, by working closely with the AITS Help Desk and relying on email, voice mail, and online service desk technology, the DS Customer Service team anticipates delays being kept to a minimum and providing ongoing high quality support to all customers.

Customers will be able to receive support by completing an online help request using [CA Unicenter Service Desk](#) or by contacting the Help Desk by [email](#) or phone (217.333.3102 in Urbana-Champaign and Springfield; 312.996.4806 in Chicago). Requests will be addressed by the Help Desk and escalated to DS Customer Service as appropriate, with a DS team member responding in a timely manner but relying

more on email communication during this time. The DS team will also be checking their voice mail on a regular basis and responding accordingly.

Normal operations are expected to resume from the new location on Monday, June 29. All phone numbers will remain the same at the new location.

Key Dates & Locations

Through June 23: 2001 S. First St., Suite 106, Champaign
Telephone service available

June 24-26: UIF Training Room (6th Floor), 507 E. Green St., Champaign
Limited telephone service (primarily checking voice mail)

Starting June 29: 1800 S. Oak St., Suite 201, Champaign
Telephone service available (using same numbers)