

Information Technology Advisory Committee

October 19th, 2018 (11a-12:30p, Library 209)

Attendance:	Present:	Absent:	Attendance:	Present:	Absent:
Buckles, Jennifer		x	Liedtka, Theresa	x	
Carver, Ethan	x		Loveless, Daniel	x	
Denniston, Terry	x		Matthews, Matt	x	
Forrest, Tyler	x		Pou, Laure	x	
Freeman, Yancy		x	Rogers, Brian	x	
Gendron, Dennis	x		Rumbaugh, Stephen		x
Gao, Lani	x		Wilferth, Joe	x	
Jain, Hemant	x		Wood, Caesar		x
			Tony Parsley, Guest Cherie Whipple, Guest		

Guests in attendance – Cherie Whipple , Tony Parsley

Agenda for Meeting:

- Review of Minutes
- Announcements
 - DG/TL meeting with Executive Leadership Team on draft charge and plan, 10/24
 - Credly conversations
 - Other announcements
- UTC IT Strategic Plan, TL,DG, ALL
 - Review and next steps
- Campus Software Inventory, Cherie Whipple
- Help Desk, Tony Parsley
- Technology Training Task Force, TL, ALL
- Next Meeting: November 16, 2018 11am to 1230

Action Items from the Meeting:

- All, read the draft Strategic Plan in detail
- TL / DG present draft charge and strategic plan to Executive Leadership Team for input.
- TL/DG/Tyler discuss making service catalog available now, with some suggested purchasing guidelines

Notes from Meeting:

- Review of Minutes – Approved
- Credly conversations -
 - Inching closer to pilot phase, pricing structures being evaluated
 - John Freeze, CE, leading the conversation.
 - John is gathering pricing options
 - Other participants include Career Services, Research Office, Honors College, Library.
 - Joe met w/John:
 - Badge in Applied Political Science under discussion
 - Matt met w/John:
 - Experiential Learning will need to be tied to Chancellor's initiatives
 - How do we evaluate what is the right project?
 - Alternative - Badger plugs into Canvas?
 - Portfolium being declined due to cost (would need to be institutional purchase)
 - Portfolium address more than micro-credentialing
 - Portfolium being adopted in some high schools at state level

To do: Stay tuned on Credly Conversation

- Other Announcements?
 - Ethan:
 - Investigating Curriculog instead of SharePoint
 - Already have Acculog under same company
 - Already gave presentation to Academic Affairs
 - Matt asked about Staff Desktop Refresh:
 - Tony: meeting next week to review last year's process
 - Add some partners as customers
 - Plan much earlier (start now rather than January)
 - Wetherill leading this next year's process
- UTC IT Strategic Plan:
 - Theresa:
 - Review of plan development:
 - May 2018 - 3 day campus-wide workshops,
 - June 2018 (5th), Jennifer Latino delivered plan to IT
 - June – August 20th – IT worked on plan adding KPIS and removed campus-level goals
 - August 20 to October 16th – TL, DG, and Chancellor reviewed plan. IT added high level, campus goals back in the mix.
 - Discernment of which goals from plan this group might own
 - Intent to move from draft to reality by early spring (where possible)
 - Joe:
 - We all understand it gives focus, direction, buy-in, input
 - Useful for leveraging and determining priority

- Asked if it went beyond 3 years? TL responded did not but ours to shape
- Hemant:
 - Where IT should focus resources section (Page 3)
 - May not align with appendix?
 - Where should campus align resources for IT, not the other way around?
 - Sounds more like department rather than campus goals
- Laure:
 - Is intent to set additional goals down the road? More specificity vs. broad.
 - Making a SMART goal & understanding goals, timelines, expectations, measurement
- Dennis:
 - Tactical plan is more specific from year to year
 - Front end was built more general than backend
 - Clarifying terminology as possible action item
 - \$20 million worth of action items, but how does university inform which gets money?
 - Tying priorities to money
- Hemant:
 - Specificity of costs (human labor vs. contract vs. additional)
- Theresa:
 - We will need to establish priorities, both in addressing goals and prioritizing goals.
 - Is it an operational plan that guides IT or is it a model for broader campus issues, Chancellor and TL think the campus needs the later.
 - Tensions between straightforward IT goals vs. goals that speak to broader campus needs
- Daniel:
 - Phrasing objectives a little clearer to tie to goals (implement, specific action, etc)
- Laure:
 - What university needs to accomplish through work of IT
 - Vs. what IT wants to do as a department
 - All plans should roll up & link through main strategic plan
 - University has core goals and detailed goals
 - Clean up language/layout to mirror/mimic the university plan
- Matt:
 - Asked about how strategic plan mission focuses on students, leaves out staff/faculty
 - Really simple language tweak
- Hemant:
 - We should reorganize it - reinforced Laure's feedback
 - Create a hierarchy - maybe fewer goals, then steps to take
- Dennis:
 - Consolidation loses discrete detail
- Theresa:
 - Reminds that a lot of the goals were generated by the workshop
 - Some of these goals will fall out after prioritizing as a group

To do: All, read the plan in detail

TL / DG present draft to Executive Leadership Team for input.

- Campus Software Inventory, Cherie Whipple

- Scope
 - Catalog university-owned software (enterprise & widely used)
 - Phase 1: identify vendors, departmental contacts, support personnel (still here)
 - Phase 2: match software to contracts, POs, licensing, expiration dates, utilization
 - Phase 3: determine hosted in cloud, on-prem servers, integration points
- Open Source & UT System Software:
 - Open source collected but not part of initial scope
 - Some level of support needed
 - Often requires other resources which have associated costs
 - Chargebacks to UTK
- Sources of Software:
 - Excel lists started long ago
 - Lists of what the IT teams support
 - Current list of what has been paid for by IT
 - Help Desk ticket monitoring
 - Meetings with stakeholders by department/division
 - Contracts office
 - Cocktail napkins shoved under door in Hunter 103
- Who has contributed:
 - Banner Team, Library, Communications & Marketing, AA/WCTL
 - Budget & Finance, Contracts & Purchasing, AuxServ, Facilities
 - Emergency Services & Public Safety, Campus IT, HR, Athletics, ContEd
 - Still on list: housing, student development/affairs, CoAS, CHEPS, Foundation/AA, ???
- Findings and Considerations:
 - 282 active applications
 - 21 on Pending Evaluation list (to be updated)
 - Labs managed by IT: 94 from SCCM, 46 from JAMF
 - Labs managed by COECS: 70 applications
 - 4 work ticketing systems, 7 if you count separate licenses
 - 3 timekeeping systems, not counting SharePoint and paper
 - 6 scheduling applications
 - 50+ primarily supported by the Banner Office
- Next Steps
 - Governance Considerations:
 - Redundancy (multiple departments purchasing own version)
 - Similar software purchases that serves same purpose
 - Annual spend for the university
 - Utilization - small adoption group, paying for software not in use
 - Purchasing is easy, tracking is hard
 - IT Considerations:
 - Support (more software, no more staff)
 - Server maintenance (where does it live)
 - Storage needs
 - Vendor provided support varies even when hosted
 - Integrations & custom programming
 - Purchasing software without understanding requirements

- Not being at table when decisions are made
- Data spillage... data security!!!!
- Fantasy Software Procurement Land:
 - IT consulted prior to purchase, during sales cycle
 - Purchase negotiated with enterprise in mind
 - Software easily tracked
 - Transparent process
 - Unexpired software
 - Correct # of licenses = to # of users
 - Software supported and used
 - Data secure and private
 - Reduce list by ½ to ⅓
- What's next:
 - Continue to add to list
 - Phases 2 and 3
 - Move list into inventory asset mgt. System w/greater visibility
 - Identify what goes into IT Service Catalog
 - Implement Software Procurement Process and practices for campus
 - Promote enterprise viewpoint when appropriate
- Feedback:
 - Hemant - highest priority is to get it out there in public
 - Hemant - what about things like SASS from UTK
 - Matt - any way to stop people from swiping P Card for purchase?
 - Tyler - P Card is a system level issue, doing better on contracts side
 - Tyler - high priorities to change, low buy-in to do so
 - Brian - good faith awareness campaign

To do: TL/DG/Tyler discuss making service catalog available now, with some suggested guidelines

- Help Desk, Tony Parsley:
 - 2017, Sept - CHD (Ellucian partners) to provide helping with Tier 1 services
 - Give CHD ability to take any password, support outside normal business hours
 - Shifted into being in front of Tier 1 services - basic customer support
 - All calls go to CHD first, who then pass on to Adam's team if necessary
 - 56% of tickets being submitted by CHD via phone calls now
 - We don't have good data on how we were doing with dropped phone calls
 - Do we want to support 24/7?
 - Are people bypassing the system at all?
 - HelpDesk via Berry Dunn was called HelplessDesk (heh)
 - 4 year swing between Berry Dunn assessment and now
- Classroom Budget, Tony Parsley:
 - We are in break/fix mode for all AV in classrooms
 - 54 classrooms of 166 learning spaces that are general use (open to multiple departments)
 - References Villanova's AV Policy on Classroom Equipment for Instructional Tech
 - What we don't see is how we want to use classrooms going forward (independent of cost)
 - Around \$250-260k per year

- How do we evaluate & determine which rooms do actually get replaced?
 - Financial, Policy, Practice
- Technology Training Task Force, TL, ALL – did not have time to cover
- Next Meeting: November 16, 2018 11am to 1230