IT Agents Council
Meeting Minutes for September 14, 2016
SUB Fiesta A/B
9:30-10:50 A.M.

Facilitator: TJ Martinez


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1. **Security Update – Shad Malloy**
   - Documentation for security event management is available here [http://it.unm.edu/security/](http://it.unm.edu/security/)

2. **TIG Update – Duane Arruti**
   - Reminder that Duane is accepting feedback on the TIG report until COB today.
   - The President, Provost & EVP engaged TIG to review the state of campus information technologies and make recommendations regarding services. The report recommends centralizing IT services for efficiency and improved quality of services. IT’s goal is to work collaboratively to achieve the goals of efficient, improved services.
   - Duane shared the high-level action plan for current next steps, which include identifying/creating IT Officers in units across campus to serve as direct reports to IT and dotted-line reports to Directors, Deans, or VPs where appropriate. IT Officers will stay embedded in units for the time-being, and be part of the management team making service recommendations to share best practices and identify needs and opportunities for efficiencies. The goal is to keep status quo for the time being and improve services where possible, without disrupting services or breaking what is working well. The Academic and Administrative advisory groups will work on the alignment of needs and services.

**Questions & Answers**

- Q: UNM press is a small unit – will there be an IT Officer there, or will someone from the Provost’s office be assigned?
  A: Currently, we are looking at Level 3 org codes – typically the college or VP level—but there will be discussion with the EVP, President, & Provost about other needs.

- Q: How does an IT Officer align with an IT Manager?
  A: The concept is to work with HR to create a new job description and to identify an IT Officer in colleges and administrative units.

- Q: What about units that currently have multiple managers?
  A: The first step is creating the IT Officer management level to consider needs and priorities in each unit. Delving into the lower levels of the organizational structure will come later.

- Q: Does the hiring freeze affect this process?
  A: No. The intent is to move forward with the restructure, as these are new versions of existing positions.

- Q: The report recommends a funding model. Can you clarify?
  A: A funding model will be developed after the Advisory Committees are in place and a Funding Task Force is established. The report looked at the full IT spend on campus, and pulled out I&G funded spends as well as internal revenues. They were careful to sort information at the transaction level in order not to include duplications. IT and the President’s office are making sure the institutional comparisons in the report are properly aligned.

- Q: What about curriculum fees/ tuition differentials? Does that money stay in the units?
  A: The existing funding model has issues with the diversity of sources, e.g., fees, etc., and will be
looked at from the highest level down.

- **Q:** If the IT Officer will be a Central IT position, will you need to downgrade existing director positions to achieve the proposed reporting structure?
  **A:** We will establish an IT Officer with existing knowledge and understanding of technology in each unit or several units, reporting to Central IT to effectively manage services. The appropriate titles and levels are not yet represented on any org chart. There will be conversations at the EVP or Dean level regarding managers and subunits. There have been no conversations about downgrading. We are looking at possibly establishing a tiered system, similar to Dept Administrators, which are distinguished by 1/2/3 dependent on the scope of work involved, size of a unit, etc. We will obviously be working with HR on the job description(s).

- **Q:** Will the embedded IT support report to the IT Officer in each school?
  **A:** Yes, for the time being.

- **Q:** How is academic technology included?
  **A:** Central IT manages many classrooms across campus, but there are classrooms managed by departments and those will currently remain managed in the same way while we look at efficiencies.

- **Q:** Where does funding come for the IT Officer?
  **A:** How funding is organized will be identified by the Funding Task Force. Initially, funding will remain the same. The UNM senior leadership understands that conversations about priorities and timing have to take place. Being smart, efficient, and effective about time and energy and expertise of campus community is critical to our success. We need a firm understanding of how we’re delivering services currently, our gaps, and what needs to be done, in order to construct the funding model.

- **Q:** What is the timing of next steps?
  **A:** We will be sharing initial plans with senior leadership next week in order to determine next steps, including an org chart. Details will be our work, and the priorities will come from the Advisory Committees.

- **Q:** Is it possible that units might actually gain resources from this?
  **A:** Our task is to ensure from the University’s perspective that we are providing appropriate services across campus. Efficiencies will be gained when we are part of same group, and resources can be freed up to accomplish other, more specialized things.

- **Q:** How much is the success of this restructuring dependent on central IT or all of campus?
  **A:** Our collective knowledge will improve services across the board. This is not an act to pull everything into central IT, it’s an act to bring us all together to improve services.

- **Q:** Will the Governance groups be involved in the technical aspects of services?
  **A:** The governance groups will work to relay needs to senior administration and to prioritize needs. They will not be involved in inner working of IT.

- **Q:** Will there be process review? Will high-level data going to be used in driving services?
  **A:** We definitely require benchmarks. Once we understand the similarities & differences in service delivery, we will definitely develop performance metrics to evaluate our successes and opportunities.

- **Q:** Can the office of the CIO send out weekly status reports to campus?
  **A:** Absolutely.

- **Q:** Can we get a copy of the slide?
  **A:** Yes. Duane will distribute it.

| Next IT Agents Meeting | Wednesday, October 12 @ 9:30 am – 11 am |