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

Facilitator: TJ Martinez, Duane Arruti

Attendees: Ray Dennis, Anthony Ballo, Brian Kimura, Sean Smock, George Kelbley, Christopher Stewart, Kathleen Garcia, Cyndi Johnson, Mark Garcia, Naren Tarikere, David Sanchez, Tim Johnson, Steve Perry, Richard Scheutz, Darrell Banward, Kirsten Martinez, Ben Murray, Chad Covey, Steve Stockdale, Andrea Rodgers, Bruce Armstrong, Hussein Al-Azzawi

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Announcements

- Introductions
- Announcements
- Enrollment Management will be updating on base document management system this month. It's the replacement for STARS and is the best-of-breed tool.
- David Northrop Memorial Internship – Anyone can donate to the fund. Looking for IT students to apply as well. Please contact Bruce Armstrong at 277-2433 or barmstro@unm.edu.

Agenda Items

1) Open Discussion

- E&E Update (Duane): There will be more E&E website updates next week, and the overarching communication plan will start to be utilized. We’ve assembled a solid group of initial IT Officers (ITOs); Elisha Allen is the ITO for Extended Learning and also working on the merger between Extended Learning IT & UNM IT Classroom Technologies. Greg Gaillard is ITO for Anderson. Brian Kimura is ITO for the College of Fine Arts. John Reindorp & Sue Van Cleve will be ITOs for ISS. Grace Faustino is part of the active working group. We will be working with research centers on understanding their needs and identifying opportunities. Jennie Wong is the ITO for the business units (HR & Finance). We are currently finalizing the ITO job description, which will most likely be two-tiered. It will be submitted to HR and Compensation for evaluation. We are close to sharing it on the website. We also are drafting a job description of the Director for User Experience & Engagement. Duane has had contact with the Director of User Experience at the University of Oklahoma, who shared their job description and organizational chart. We are also working on the job description for the Director of Academic Technologies and how to best merge Class Tech & NMEL. We have drafted charters for the advisory committees, which have evolved to 5-- IT Governance, Academic Advisory, Administrative Advisory, Research Advisory, and Funding. We are currently getting feedback from senior leadership on the charters. Once the drafts have leadership input, we will share them on the E&E site. The ITO group has brainstormed twelve key areas to evaluate project work and begin engaging the campus community to provide more efficient services: wireless, central helpdesk, workstation management, server management, storage & file sharing, automated workflow, security, purchasing processes, service catalog, knowledge management, lecture & video capture, and BDI.
- Brian posed the idea of centralizing file sharing and servers. The funding committee could explore it if it is something that people are interested in. For now, people should submit a ticket for storage requests. Platforms will send you a quote, which you should forward to Brian to see if IT can defer cost.
- Q: What would be the differentiation between tiers of an ITO position description?
  A: We will look at the size and complexity of an organization (e.g., measured by FTE, or magnitude of research or other complexities).
- Q: Will ITOs be moved to other units or keep existing posts?
  A: ITOs are staying in units currently. Some are taking on other units - Walter Valdez is also ITO for the Honors College & the School of Public Administration, as recommended by Dean Peceny. Relationships and business understandings would be necessary before any ITO moves or additions to an ITO’s area.
Q: What about situations like the School of Engineering, where there is no one person whose position is a logical fit for this position at the departmental or at the school level?
A: We have not had contact yet with School of Engineering, but we will dive deeper whenever necessary to understand the structure of IT staff in larger contexts. Currently, we wanted a core group in order to move forward with examining centralized services and opportunities for collaboration.

Q: What about current WSM customers? Who represents them?
A: Currently it will stay status quo. As we identify ITOs and move forward, that will evolve.

Q: Where are we with mobile app development? Internal capability?
A: 5-6 years ago we worked with Boopsy to start. We then looked at our capabilities and evaluated the option of open source development or using MotoLab services. We found it cost & time effective to use Moto, which we used for 3 years. We’ve just ended the contract this past year. We did negotiate into the original contract to continue full license to use product as delivered and have access to source code. We have continued to build on the framework and expand, but we don’t get upgrades. The renewal was more of a SAS model without the full license, so we did not renew for strategic & budgetary reasons. Is there a priority regarding mobile support? Duane will get information and will bring it back to Agents (Alesia Torres will share with list serv or present). You can also reach out to Tuan for more information.

Q: A Dell rep told Cindy that their contract was renewed. Is there any movement forward for alternative vendors?
A: We decided to renew and extend Dell for a year while the RFP is reviewed and revised. If you have large purchases or a compelling need to go with another vendor, Purchasing will reach out to HP/Lenovo/Dell contacts to get quotes. Not countering bids with Dell in order to keep an open market for competition to drive down computer related hardware costs. Contact purchasing if you are interested.

Q: Has the organizational structure shifted yet? What is the timeline?
A: ITO formalization will happen once the job description is completed and the ITOs are shifted into that position. The organizational roadmap is to have initial officers identified now, which we do, and then have an iterative process for ITO identification going forward, with having individuals in place on campus by March 2017. The organization of these individuals is forming right now. Part of the reason for early identification of ITOs was that we did not want to be prescriptive – we wanted ITOs involved in discussing how that position will form. They will shift over to UNM IT ultimately. Org structures are different in each area. We do expect that ITOs will make organizational change recommendations in their areas, but we will have to do that in conjunction with the funding committee. In terms of other resource shifts, they will not occur until the services listed above are looked at.

Q: What is happening with skills assessment work?
A: We have been focusing more on advisory committees but we will work with ITOs to conduct a skills survey across campus. We have conducted one in Applications this past year that we can use as a model. We will be looking at it with ITOs to right-size organizations around campus around skillsets.

Q: When will the funding & research committee information be uploaded to the website?
A: Soon. We are finalizing charters to accurately reflect what executive leadership wants us to do. As soon as those are ready, committee chairs will be appointed and committees will be formed. They will be iterative and committees will evolve once we work with chairs and committee appointees.