IT Agents
Meeting Notes
Wednesday, April 11, 2007

**Members/Alternates in Attendance:** Karl Malivuk (CFA), Elisha Allen (EU), Brian Christian (OVPRED), Cyndi Dean (Law), Joe Ciaglia (Taos), Steve Freeman (PPD), John Reindorp (AUX), Gary Bauerschmidt (ITS), Sterling Coke (A&S), Tim Johnson (CE), Dennis Crowther (Fin Services), Julian Sandoval (Fin Services), David Sanchez (MTS), Martin Castillo (Valencia), Mario De la Huerga (CFA), Mike Campbell (UNMH), Grag Gaillard (HSLIC), Tom Gutierrez (SOM), Peter Pridham (FREM), Skye Crossan (COE)

**Ex-Officio Members:** Moira Gerety (ITS), Jane McGuire (CIO Office)

**Visitors:** Kelly Lesher (ITS), Tony Garcia (ITS)

**Facilitator:** Moira Gerety

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
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<tbody>
<tr>
<td>ANNOUNCEMENTS</td>
<td>Moira expressed appreciation to Jane for supporting agenda and note taking for this meeting. Introductions were made around the room again. Moira appreciated participants from the Branches who came to Albuquerque for the meeting.</td>
</tr>
</tbody>
</table>

**OLD BUSINESS**

1. IT Agents Meeting Logistics

   * **Branch Participation:** Since video conferencing is not practical for this meeting, Moira asked if having audio would help. Branch people said that would be fine.
   * **Alternate Agents:** Broad participation and attendance are important to the success of this group. Moira asked for alternates to be identified and emailed to Esther Russell, erussell@unm.edu so the listserv can be updated.
   * **Standing agenda items** The following were identified as desirable standing items on the agenda:
     - **Standards** in progress
     - **OB & NB**
     - **Key projects** updates in the following areas:
       - Network issues affect everyone
       - Security
       - Banner
       - Hyperion Issues- problems?
       - Infrastructure?
     - **IT Governance** groups reports (besides information available at cio.unm.edu). The following offered to report:
       - Mike Campbell – IT Cabinet
       - Moira Gerety – IT Governance Council
       - Greg Gaillard – IT Managers Council
     - **IT Agent Presentations** on their divisions to establish common ground and build community – 15 min per meeting could include: department profiles, technologies in use, IT staffing, IT Projects, IT Issues, reasons to seek economies of scale.
* IT Agents Collaborative tool – Moira suggested a Portal group for IT Agents. It was suggested the IT Agents develop a web presence like the Fiscal Agent web page (http://www.unm.edu/~fiscal).
* Information dissemination: Moira asked if Should there be a moderated list of all employees with IT jobs? A: Is this sysinfo-l? Many IT jobs are performed by faculty, students or admins who don’t have E jobs. It would be helpful to have more information about lists at this meeting or on the ITS web site somewhere. Action Item: Agents were asked to get feedback from departmental constituents about lists. Discussion next time.

(Note: ITS and CIRT are listed on the Depts page off UNM Page, but not Office of the CIO.)

2. IT Agents Role

Questions?

Q: It is not clear what information needs to go back to divisions A: We need to get our legs. Nothing is cast in stone. Moira would like this group to be effective in the short term but not establish hard guidelines. Everybody needs to attend.

Q: What is IT-UNM role in relationship with IT Agents. A: The Agents group is an official body with a more democratic approach and decision making responsibility (appointed representatives, voting). IT UNM has useful role in information dissemination throughout the IT community. IT-UNM is an open, collaborative group.

NEW BUSINESS

3. Standards in Progress

- Standard development projects vs projects to implement standards. The implementation process can help shake out the standards and identify financial issues that may be prerequisite. $4M has been requested for security and without that, implementation of some security standards can’t take place. ITS would like Agents to provide resources to participate in the development of IT standards.
- Wireless. Comments are coming back and the standard is being tweaked. For example, there is a workaround for Dell’s intel chipset issue with the Airspace product from Cisco.
- Password. The password standard is important for the Identity Management project which is starting up again. Refer to stopgap measures from Danny Lee – a project plan being developed for challenge questions. Email Danny Lee at abqdan@unm.edu with comments and issues.
- Security. Barney Maccabe has suggesting focusing on security policies and standards, since resources are scarce for technical work. ITS tech resources are supporting departmental servers across campus.
- Q: What do departments need from ITS in relation to security? A: The following were identified: SANS training needed across campus. Focus on standards for departmental services. Acceptable use policies and guidelines for departments (some go across depts. Like copyright, others may be for many depts.) Managing student (ab)use of dept system (clean use, quarantine). Perimeter security. Action Item: Moira offered to converge this list with Security strategy priorities.

4. ITS Power Upgrade

Date: May 12, 9 pm thru May 13, 11 am.
Address issues of: power capacity, failing breaker, failing network equipment that needs to be replaced, moving a transformer that’s heating a chilled room, network switch maintenance.
**Suggestion:** ITS should identify windows when systems may be down. A: Moira has also asked business groups and the ERP Steering committee for their calendar that we can work around when ITS sets those dates.

<table>
<thead>
<tr>
<th><strong>5. Banner</strong></th>
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<tbody>
<tr>
<td>HR Payroll is going live in July.</td>
</tr>
<tr>
<td>Q: Could the IT Agents help their divisions be ready for new payroll system?</td>
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<tr>
<td>Q: Hyperion information is also important to Agents. This is problematic product that Agents often have to support.</td>
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<tr>
<td>Q: Training for Hyperion doesn’t relate to views of our data. A: FSM is addressing Finance reporting issues with superusers groups.</td>
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<tr>
<td>Q: Users would like metadata/Data Dictionary from user view</td>
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<tr>
<th><strong>6. Other Issues</strong></th>
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<tr>
<td><strong>Web Task force:</strong> issues include tools &amp; support for departments, UNM Web design standards, integration with portal and applications. Charter to be distributed when it is available. This is an issue with broad and deep departmental needs: Finance has web master to assist departments with web pages. University Libraries, like other departments, has purchased a Web Content Management package. Unifying will be a challenge.</td>
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<td><strong>Info Assurance task force:</strong> charter distributed. Data stewards needed to own data and specify protection requirements.</td>
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<td><strong>Identity Management:</strong> ITS failed because a vendor couldn’t deliver. The IT Managers Council is seeking to charter a group with wider UNM engagement.</td>
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<tr>
<td><strong>Search Engine:</strong> The IT Cabinet endorsed purchase of the Google Search Appliance in March. ITS has allocated $45K to implement it for the campus. Roll out to begin later this spring, completing this summer.</td>
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<tr>
<td><strong>TechQual+ Survey:</strong> There will be a talk on April 20, 2pm DSH 123 regarding the development of national survey on IT service quality. UNM is participating in the development process. Dr Tim Chester, CIO from Pepperdine, PI on the project, will be speaking. IT Agents are invited.</td>
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<tr>
<th><strong>Suggested Future Agenda Items</strong></th>
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<tr>
<td>• Governance Group Communication – confirm who will speak for what group.</td>
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<tr>
<td>• Banner HR/Payroll project information: training? What can IT agents do? What are fiscal agents doing? What is timeline? Moira will ask Duane Arruti to speak to the Agents about this.</td>
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<td>• Hyperion Issues: training, data dictionary across Banner, etc</td>
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<td>• Listservs: what IT lists are out there? How do you get info? Who posts? Etc</td>
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<td>• Copyright: Marsha Baum gave an excellent presentation on Security Day – could she speak to the Agents?</td>
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<td>• Web Task Force: What is happening?</td>
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<tr>
<td>• Agents presentations. Order: Dale Hendrickson, Dennis Crowther, John Reindorp, Mike Campbell, Martin Castillo.</td>
</tr>
<tr>
<td>• Mail additional agenda suggestions to <a href="mailto:jmguire@unm.edu">jmguire@unm.edu</a></td>
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**NEXT MEETING:** Tuesday, May 9, 2007 SUB Acoma 9:30 A.M.
IT Agents
Meeting Notes
Wednesday, May 9, 2007

Members/Alternates in Attendance: Brian Christian, Dale Hendrickson, David Sanchez, Dennis Crowther, Smith Frederick, Doug Bell, Tom Gutierrez, Elisha Allen, Jim Blackshear, John Reindorp, John Sibray, Josh Saiz, Julian Sandoval, Karl Malivuk, Kevin Enright, Letisha Kaskase, Mario De La Huerga, Martin Castillo, Mike Campbell, Pete Pridham, Rick Bull, Rick Olcott, Stephen Freeman, Tim Johnson, Tom Gutierrez

Ex-Officio Members: Moira Gerety (ITS), Jane McGuire (CIO Office)
Visitors: John Duran (ITS), Mike Burlison
Facilitator: Moira Gerety

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<td>MINUTES</td>
<td>Approved with correction of Greg Gaillard’s name</td>
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</table>
| ANNOUNCEMENTS         | **Data on stolen** computer – direct people to the web site  
**E2campus** - recommend people sign up for all areas. Processes are still being defined on what goes out and what doesn’t. Technology is ahead of our policies on appropriate actions. |

**STANDING AGENDA**

**Governance Body reports**

Gov Council: Moira reported it is hard to get executive attention with everything going on. She is raising consciousness and need for more money for security: 4.5M has been asked. She is also looking for alternative funding sources for ITS. 750K deficit doesn’t include I1 & I2 fees, and many plans have been cut to keep it at 1M (e.g. staff, storage).

IT Cabinet: Mike Campbell reported that the Infrastructure and IT Governance policies are almost ready to go out for campus input. Modem Banks are being eliminated to reduce cost of T1 lines to data center. Wireless expansion project in progress. Wireless and Password Standards are being finalized. Student Email project is being done with Student Affairs. Issue raised on faculty calendar, as Groupwise not being used everywhere.

IT Managers: Mike reported that the Identity Management Task Force being chartered. Wireless and Password standard drafts are being discussed. A new password Challenge / Response system for Fall was presented.

**ITS Projects**

Wireless Expansion: Installing access points for outside coverage in first area of campus, Cluster B, including patios Smith, Cornell, Yale malls and Duck Pond before school starts. Priorities are student driven and that’s what NMEFCU’s 750K is intended to fund.

Q: high bandwidth shaping? A: No. Guest access in DMZ will be limited. Intended for casual use not high bandwidth use. Only now ITS has the tools to monitor.

UPS Upgrade: On schedule as planned. This Saturday, 9 PM May 12 thru 11 AM May 13. Upgrade should allow for more servers over the coming few years.

**IT Agents Presentation – Dale Hendrickson,**

Structure. Serves four libraries, including archives for SW Center Libs in a 5th location. See attached presentation.

Q: Content DM = Dspace? A: DSpace designed for born digital objects. More open and temporary use intended. Content DM for digitized resources to be
curated by professional archivists who understand structure of maintaining objects. Has a persistent URL – design is ‘forever’.

**Q: How do you image checkout notebooks?**  
**A:** Driveshield to clean them up. Secure wireless has posed a challenge for students who move around.

**Q: MS Black Tuesday patching on Drive shield?**  
**A:** We don’t accept from MS directly and schedule our own maintenance windows for patching.

**Q: What event drove moving to AD?**  
**A:** Samba was aging and wanted to move to AD. Worked with ITS because they were working on it. Have a draft SLA to use ITS forest because the Library can’t / doesn’t want to add value to this service. Dedicated staff is required to maintain depth of service.

### OLD BUSINESS

#### Action Items - Tabled
- Divisional information dissemination preferences (How do your constituents prefer to get technology information?)

### NEW BUSINESS

#### Suggested Future Agenda Items
- Hyperion Issues: training, data dictionary across Banner, etc
- Listservs: what IT lists are out there? How do you get info? Who posts? Etc
- Copyright: Marsha Baum gave an excellent presentation on Security Day – could she speak to the Agents?
- Web Task Force: What is happening?
- Faculty Calendar standard: portal or Groupwise? SOM has put students, faculty and staff on GroupWise. (June Mtg – Debby Knotts) for discussion and recommendation.
- IdM Task Force presentation.
- Mail additional agenda suggestions to jmcguire@unm.edu

**NEXT MEETING: Wednesday June 13, 2007 SUB Fiesta 9:30 A.M.**

#### IT Agents Presentations

<table>
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<tr>
<th>Date</th>
<th>Agent</th>
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<tbody>
<tr>
<td>June 13</td>
<td>Dennis Crowther – FSM</td>
<td>SUB Fiesta Rm</td>
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<td>July 11</td>
<td>John Reindorp – Aux</td>
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IT Agents
Meeting Notes
Wednesday, June 13, 2007

Members/Alternates in Attendance: Mark Reynolds, Rick Olcott, Karl Malivuk, Cyndi Dean, Tim Johnson, David Sanchez, Dennis Crowther, Letisha Kaskaske, Julian Sandoval, Steve Freeman, Bryan Thompson, Darly Strong, Greg Gaillard, Rick bull, Martin Castillo, Mike Campbell, Mike Burlison, Elisha Allen

Ex-Officio Members: Gary Bauerschmidt
Visitors: John Duran (ITS), Mark Reynolds (ITS), Barbara Pfaff (ITS)
Facilitator: Gary Bauerschmidt

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<tr>
<td>MINUTES</td>
<td>Not discussed</td>
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<tr>
<td>ANNOUNCEMENTS</td>
<td>Hospital – moved into the new pavilion. The building is open, take a look.</td>
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<tr>
<td></td>
<td>There was also a suggestion that a tour be arranged for IT-Agents.</td>
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<tr>
<td></td>
<td>more info</td>
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<tr>
<td></td>
<td>Login publication – 10th anniversary edition released</td>
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STANDING AGENDA

Governance
Body reports

Gov Council: Moira was absent

IT Cabinet: Mike Campbell gave a briefing on the last IT Cabinet meeting in which they presented:

- An overview of the Login publication
- Barney Maccabe announced that the CIO was not on President Schmidley’s new cabinet.
- The group went over policy 2560 which is now in the public comment phase.
- They discussed the elimination of the modem bank
- For the wireless expansion, the duck pond zone is now complete, and they are beginning work in Cluster B. The wireless team would like to enlist the help of IT-Agents for their surveys.
- The Banner Payroll project has been deferred until January ’08.
- Banner Budget is scheduled to go online for next year.
- UNM has purchased the Banner Advancement module
- The UPS upgrade was successful
- Web Task forces are now forming to cover web design standards and an advisory oversight committee.
- The Google search appliance has been purchased by UNM and is in the implementation phase.
- Paula reported on and the group approved the new wireless standard.
- The group also passed the new wireless standard
- There was some discussion on the need for a common calendar that faculty could use. There is a vision of having one calendar on campus. The Computer Use Committee will address this.

IT Managers: Greg Gaillard reported on the IT Manager’s meeting, in which they covered:

- Policy, standards development
• Team charters for the new information assurance team and the Identity management team. Both Teams are expected to move forward at the next meeting.
• Operational issues
  o Modem bank
  o NetID challenge/response system
  o Survey instrument (TechQual+) will provide a comparison of quality of service across institutions. UNM is one of 11 participants.

**ITS Projects**

**Hyperion Reporting**: Barbara Pfaff presented on Hyperion performance. The system processes 4TB of data per day, and is very busy. Barbara asked that we help her to educate users to wait up to 20 minutes for reports to run, and to kill stalled reports using ALT-END on the keyboard before closing the browser. Following these two strategies will result in increased report performance for everyone.

There was a question from Dennis as to whether the Hyperion Logon ID was the same as the NetID, and Barbara agreed that they are the same. Karl made the point that people are a bit overwhelmed by jargon and pressed for the need to simplify things in our communications as much as possible.

Barbara reported that there are about 250 ad hoc report developers at UNM and that there is a need for basic relational database training. Barbara’s group is working on developing a certificate program, and they are currently running workshops.

The Data Warehouse Team is conducting a weekly workshop for navigating the General/Student Tables in the ODS. The workshop is scheduled for Tuesday afternoons 2:00pm-4:00pm in the ITS South 2nd floor conference room at Onate Hall. The conference room holds up to 10 persons. More information about this workshop will be sent out to the STAC-RPT-DEV-L list. If interest in this workshop grows, it can be moved to a different venue.

There was a question about what time of day is the best for running reports, and Barbara reported that it was a bit variable, because every time they announce a slow period, people rush to run their reports during that time, and it becomes a new busy period. The second week of the month is a consistently busy period.

Karl suggested that we put up a cheat sheet/FAQ for users somewhere with tips and tricks for killing reports, optimizing queries, etc. Barbara suggested that this sort of thing could be included in dashboards.

**Wireless Expansion**: (Mark Reynolds, John Duran). $750K is not quite enough. They are looking for more money in order to handle voice data. UNM Wireless is currently serving 3 SSID’s, but that is moving to two: secure, and guest, with the possibility of the guest one being throttled. There is a desire to engage the help of IT-Agents as we move forward for surveying and planning. The duck pond is done, and they are moving on to Smith Plaza. The wireless project won’t provide full coverage. It is intended to hit large areas. Greg asked a question, “If Departments want to provide deeper coverage, can they contribute funds and work with ITS to do that?” The answer is yes. Paula
suggested that we can check the website for more information. [http://its.unm.edu/wireless/](http://its.unm.edu/wireless/)

**Google Search Appliance:** (Matt Carter) The Google search appliance is up and running in an implementation phase. You can add your site to be indexed by completing the form at [http://www.unm.edu/search/addsite.html](http://www.unm.edu/search/addsite.html)

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<tr>
<th>IT Agents Presentation – Dennis Crowther, FSM Network Support</th>
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<tbody>
<tr>
<td>Dennis Crowther gave an overview of FSM network support. FSM Network support provides desktop support to about 400 machines. They are able to maintain services with limited staff with a product called ZenWorks, which provides workstation imaging, application distribution, personality migration, patch management, inventory, remote control, and management. FSM network support also administers 15 servers running a mixture of OES Netware, OES Linux, and Windows. Additionally, they provide Novell directory management for approximately 550 users. See the attached presentation for more information.</td>
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**OLD BUSINESS**

**Action Items – Tabled**

- Divisional information dissemination preferences (How do your constituents prefer to get technology information?)

**NEW BUSINESS**

**Suggested Future Agenda Items**

- Listservs: what IT lists are out there? How do you get info? Who posts? Etc
- Copyright: Marsha Baum gave an excellent presentation on Security Day – could she speak to the Agents?
- Web Task Force: What is happening?
- Faculty Calendar standard: portal or Groupwise? SOM has put students, faculty and staff on GroupWise. (June Mtg – Debby Knotts) for discussion and recommendation.
- IdM Task Force presentation.
- Mail additional agenda suggestions to jm McGuire@unm.edu

**NEXT MEETING:** Wednesday June 13, 2007  SUB Fiesta  9:30 A.M.

**IT Agents Presentations**

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Members/Alternates in Attendance: Brian Christian, Tim Johnson, Martin Castillo, Rick Bull, Sterling Coke, David Anstine, Skye Crossan, Greg Gomez, Karl Malivuk, Dennis Crowther, Kim Kloeppel, Tom Gutierrez, Greg Gaillard, John Reindorp, Tom Freeman, Josh Saiz, Rick Olcott, Bryan Thompson, Pete Pridham, Jenny Wong

Visitors: David Hyatt, Mark Reynolds, Mike Burlison, Matthew Carter, Jeff Gassaway

Facilitator: Greg Gaillard

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<tr>
<td>Minutes</td>
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<tr>
<td>Announcements</td>
<td>Agenda adjusted to fit schedule. Jeff Gassaway volunteered to record the session.</td>
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STANDING AGENDA

Governance Body reports

Gov Council: The council has not met since June Agents meeting.

IT Cabinet: UNMBPP 2560 has been reviewed by the Governance Council and posted for public comment. Once feedback from these groups has been considered and integrated, the policy should move forward for final approval and signature within the next few weeks. One comment about the policy was to ensure that faculty actively participates in governance. Holly Buchanan has asked the IT-Agents group to nominate faculty who would be interested in serving on the IT-Cabinet. The cabinet was also provided with project status updates on: the IA and IdM charters, interim measures for addressing pressing IdM issues, Google search appliance and wireless.

IT Managers: The revised IdM charter was approved. The Information Assurance charter revisions were distributed. The IdM interim measures communication plan was covered with an emphasis on a ‘quiet launch’ on August 6th.

ITS Projects

Google Search Engine (Matthew Carter): ITS-managed sites have added to the list of sites searchable through the new UNM Google appliance. Matt encouraged Agents to add their sites to UNM Google he explained the process of adding a site to the search engine from the http://google.unm.edu page. Flyers were distributed with Departments with explicit instructions.

Wireless Expansion (Mark Reynolds): Power for access points was increased to improve signal quality and coverage in existing WAP deployments. The presentation to the funding agency (NMEFCU) was very successful. Classroom coverage is still being discussed. Deployment in Cluster B should be complete by end of August. A wireless controller system will be installed in ITS to provide better service management. The Law school is piloting PEAP and MSCHAP settings. Finally, Qwest could not meet the deadline for the OC3 installation, but the network group remains hopeful that it will be in place soon.
IdM Charter (Greg Gaillard): The IdM Project Team charter was presented as one of the first working groups created under the new Governance structure. A small task force from the IT Managers Council drafted the document with feedback from that group while the general scope of the project was incorporated into Information Assurance and presented/approved by the IT cabinet. IdM is just one of many facets of the Information Assurance effort and the charter reflects a technical focus to solve for centrally managed authentication services to UNM systems.

The group will be formally charged by the CIO’s office to accomplish the work of the charter and will provide regular updates to IT Governance bodies. Cyndi Dean has been identified as the chair and a list of team members has been recommended, though the CIO’s office will finalize the list.

The time frame for the work defined by the charge is 12-18 months, though full implementation of a robust IdM system could take 3-5 years.

There was discussion on team member time commitment. Supervisors will be contacted and employee time will be requested. Weekly time commitments are not expected to be significant, but consistent participation is important.

Questions were asked about budget and priority. While the team is not responsible for identifying funding to support the pilot and implementation projects, they will build the business case with a detailed cost assessment for both and submit them to IT Managers Council for escalation to the proper budgeting authorities. The project will require proper funding and that funding has not been identified.

Information Assurance Policy and Related Standards Charter (Jeff Gassaway): The focus of this team is to create the policies and standards that will integrate IT security best practices into UNM business processes. They will reflect both the UNM communities best interests and federal, state and local regulations.

There was discussion on how to help departments comply when they do not necessarily feel beholden to central IT recommendations. The presenter’s answer stated that the task force will create reasonable administrative controls that set appropriate expectations. These administrative controls will be backed up with training and will be enforceable. Compliance will be a requirement just like other UNM business policies. It was also suggested that several benefits of IA, including IdM, could actually ease the burden on departmental administrators in terms of provisioning and having a clear set of guidelines to follow.

Questions about UNMH and Institutional Research representation on the committee arose and were addressed (Barney Metzner as HSC Security Officer, and the group was unsure about Institutional Research but would forward the question to the CIO’s office).

There was some final discussion on the difference between core
representatives, business process owners and open readership. This distinction was helpful to the group and addressed concerns about the size of the task force.

<table>
<thead>
<tr>
<th>IT Agents Presentation</th>
<th>John Reindorp - Auxiliary Enterprise IT Services for The Business Division of Auxiliary Enterprises (BDAE)</th>
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<tbody>
<tr>
<td>Old Business</td>
<td>None</td>
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<tr>
<td>New Business</td>
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<tr>
<th>Suggested Future Agenda Items</th>
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<tbody>
<tr>
<td>The Agents asked if the list below was in a prioritized order. If not, a request was made to elevate #4 Copyright to a higher level of priority.</td>
</tr>
</tbody>
</table>

1. Security Strategy Priorities – Moira Gerety
2. Reporting & Hyperion Issues – Bonnie Young
3. Listservs for communication - ?
4. Copyright - (Marsha Baum, Legal Counsel)
5. Web Task Forces – Holly Buchanan
6. Faculty calendar standard –
7. Information dissemination preferences from divisions – IT Agents

Future IT Agent Presentations
August 8 – Mike Campbell – UNMH
Sept 12 – Elisha Allen – NMEL
Oct 10 – Peter Pridham – Facility Planning
Nov 14 – Martin Castillo – Valencia Branch
Dec 12 – Tom Gutierrez – SOM

NEXT MEETING: Wednesday August 8, 2007 SUB Acoma 9:30 A.M.
PRESENTATION: Mike Campbell – UNMH
Members/Alternates in Attendance: Mark Reynolds, Gary Bauerschmidt, Rick Olcott, Karl Malivuk, Sterling Coke, Cyndi Dean, Douglas Bell, Dale Hendrickson, Tim Johnson, David Sanchez, Elisha Allen, Brian Christian, Robert Christner, Dennis Crowther, Peter Pridham, Victoria De La O, Greg Gaillard, Anthony Valdez, Rick Bull, Martin Castillo, Mike Burlison

Visitors: Holly Buchanan, Jane McGuire
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<td>UNM Policies 2560 and 5310 were approved by the President. See links to them at <a href="http://its.unm.edu/policies">http://its.unm.edu/policies</a>.</td>
</tr>
<tr>
<td></td>
<td><strong>Meeting Tardiness penalty for no shows or absences without alternates:</strong> $1/minute, $5/meeting missed. Everyone agreed to this. Money will go to a kitty toward a future happy hour!</td>
</tr>
<tr>
<td></td>
<td>Pay stub HRPayroll sneak peak: $.01 off, Leave balances not shown.</td>
</tr>
</tbody>
</table>

STANDING AGENDA

Governance
Gov Council: Will meet quarterly starting in the fall. Barney reports to EVP Finance/CFO/COO. Paul Roth, HSC; Vi Flores, Provost, Terry Yates, Research will comprise the advisory group.

IT Cabinet: Yesterday’s meeting covered some of today’s items.
- Also Lou Sullo working on Cyber Infrastructure Day in the spring for a statewide conference with NCSA support. Lou is looking to get national speakers.
- Pay for Print in the pods expected to roll out in the Spring semester using Pharos. Working out marketing issues with intention to balance environmental and technology sustainability issues and student needs. (GSA and ASUNM could possibly help offset costs to sustain printing)

IT Managers:
- Security of NetID password reset. Change implementation moved till after semester begins, August 27. FAQ link? NOTES
- Supportability of handheld devices, smart phones etc. Committee to be formed to discuss support of provided devices.

One Stop Initiative: Terry Babbit looking to improve student services and overcome the silos of service providers. Focus now is dis-enrollment processes. Student Billing, student academic progress logic are next areas to be examined. One-stop admission/registration process is also being reviewed by Terry Babbit in partnership with ITS staff and Banner applications support people. CRM (Customer Relationship Management) is also sought to be implemented to improve services across divisions for students (Liz Jenkins
managing this project. ITS is supporting).

**Google Search Engine (Matthew Carter):** Matt is asking websites to sign up to use the search engine at [http://google.unm.edu](http://google.unm.edu) page. UNM Home page to be updated next week after 154 site owners individually contacted.

**Wireless Expansion (Mark Reynolds):** Outdoor cluster B complete. Aug 31, rest of cluster B should be done. Law now complies with the new standard. The team has been doing a great job on this project.

**IdM Charter (GregGaillard):** Dell is providing consulting and HSLIC has some consulting funds. A resource in Banner project General Person Area is to become part of IdM effort. Greg will be sending out invitation to participate in the near future.

<table>
<thead>
<tr>
<th>IT Agents Presentation</th>
<th>None</th>
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<tbody>
<tr>
<td>Old Business</td>
<td>None</td>
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</tbody>
</table>

**New Business**

**TechQual+ National IT Services in Higher Education Survey.** Sally Bowler-Hill presented work being done on development of the TechQual+ national survey to evaluate the quality of IT services delivered in higher ed.

(Q: in invitation email – how will this survey improve IT at UNM?)

(Q: will funding line up with the responses to improve the services?)

(Q: Let Agents know release date) use agents to help balance extract)

**ITS Service Catalog:** Handouts of the ITS Service catalog top page of categories of services and the list of all services.

[http://its.unm.edu/servicecatalog](http://its.unm.edu/servicecatalog) Please send comments to Jane McGuire jmguire@unm.edu.

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<tr>
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<tbody>
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<td>1. Information Architects Group – Greg Gomez, Matt Carter Web Task Forces linkages</td>
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<td>3. Reporting &amp; Hyperion Issues – Bonnie Young</td>
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<td>4. Listservs for communication - ?</td>
</tr>
<tr>
<td>5. Copyright - (Marsha Baum, Legal Counsel) October</td>
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<td>6. Web Task Forces – Holly Buchanan</td>
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<td>7. Faculty calendar standard –</td>
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<tr>
<td>8. Information dissemination preferences from divisions – IT Agents</td>
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**Future IT Agent Presentations**

Sept 12 – Elisha Allen – NMEL

Oct 10 – Peter Pridham – Facility Planning

Nov 14 – Martin Castillo – Valencia Branch

Dec 12 – Tom Gutierrez – SOM

Jan – Mike Campbell - UNMH

**NEXT MEETING:** Wednesday September 12, 2007 SUB Acoma 9:30 A.M.

**PRESENTATION:** Elisha Allen - NMEL
Members/Alternates in Attendance: Mark Reynolds, Gary Bauerschmidt, Rick Olcott, Sterling Coke, Josh Saiz, Robert Nocella, David Anstine, Douglas Bell, Dale Hendrickson, Sung Lee, David Sanchez, Elisha Allen, Brian Christian, Robert Christner, Dennis Crowther, Letisha Kaskaske, Julian Sandoval, Peter Pridham, Brian Thompson John Reindorp, Sephen Freeman, Greg Gaillard, Tom Gutierrez, Anthony Valdez, Joe Ciaglia, Martin Castillo, Mike Campbell, Mike Burlison.

Visitors: Jane McGuire, Debby Knotts, Dilek Inal
Facilitator: Moira Gerety

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<tr>
<td>Minutes</td>
<td>Approved as corrected. The CIO office will be distributing invitations to the IdM task Force.</td>
</tr>
<tr>
<td>Announcements</td>
<td>Moira took attendance and will follow up with late comers.</td>
</tr>
<tr>
<td></td>
<td>Spam Changes: At the IT-UNM meeting next Wednesday, Steve Spence will go into great detail about changes to spam filtering. Contact <a href="mailto:zurn@unm.edu">zurn@unm.edu</a> with questions or comments.</td>
</tr>
<tr>
<td></td>
<td>IT Agents meeting set up: This meeting is referred to as ICajuns. This should probably be fixed (Esther)</td>
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<td></td>
<td>John Lutz: Remembrance service next week September 19.</td>
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</table>

STANDING AGENDA

Governance
Body reports

Gov Council: Will meet quarterly starting in the fall.

IT Cabinet: Last week’s meeting covered some of today’s items. Wireless expansion project is progressing on schedule. Wireless is working at Pit. Charging for printing in the Pods is encountering resistance from student groups. Student fees to ITS go for debt service for Banner. Dr Schmidly does not want ITS to go forward with charging at this point. Waste of expensive paper continues to be an issue for ITS. ICES replacement project at difficult junction because the FACE vendor not supportive. ITS and the Provost office is looking at options with resolution hopefully in September. ITS Service Catalog: ITS completing descriptions of the 44 bundled services.

IT Managers: TechQual survey will roll out this fall. Student IT fee transparency discussed. Possibility of revising UNM Policy 2500, the 15-year old cornerstone of IT policy at UNM.

Q: How would IT Agents be engaged in conversation on policies? A: This is intended to be discussed at all levels for input before decisions are made. Moira is committed to ensure IT Agent representation on any task forces like that.

Q: Roles for IT Agents should be discussed. It was understood that IT Managers addressed infrastructure issues, and the IT Agents should address ‘functional’ IT issues, like standards, policies.

Q: Who policies (enforces) policy compliance? What should IT Agent role in division be? Aren’t these more guidelines? How do they relate/become enforced in relation to departmental guidelines? A: This is a large question. Audit is one way. Any UNM Manager is responsible for enforcing policies in their areas. Richard Mertz could clarify that departmental policies cannot
supersede UNM policy; they can only make UNM policies more stringent. IT Agents should also perhaps take inventory of internal equipment, policies, guidelines and practices. Moira offered to meet with Agents and their Deans to discuss IT governance and support in their divisions.

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<tr>
<th>IT Project Updates</th>
<th>HR Payroll (Moira): Going well no show-stoppers. Working on processes. January implementation looking good.</th>
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<td><strong>Google Search Engine (Jane McGuire for Matthew Carter):</strong> <a href="http://google.unm.edu">http://google.unm.edu</a> 200 of the major UNM sites on the Google Appliance as of the beginning of Fall Semester. This was well-used since school started. Following is the link for the monthly report showing hits, popular searches, daily activity etc.: <a href="http://www4.unm.edu/searchreg/search_report.php?report=UNM_Search_2007_08.xml">http://www4.unm.edu/searchreg/search_report.php?report=UNM_Search_2007_08.xml</a></td>
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<td><strong>Wireless Expansion (Mark Reynolds):</strong> Next cluster moving along well. Cisco may be coming to UNM to show their technology is a mobile van.</td>
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<td><strong>Active Directory (Greg Gaillard):</strong> Greg is kicking off a discussion at IT Mgrs and would like IT Agent input before that meeting at the end of September. Greg would like to resurrect the Active Directory project of 2006 to guide its expansion across the institution, complete the current phase and move on to completing the effort. Greg would like to expand resource commitment for the project, especially since Bill Halverson left. Q: What would departmental support be in departments? If departments/schools are included, that would increase support for the project. A: Progress has been made and the standard and roles have been drafted. This is what needs to be finalized. Dilek will send draft to IT Agents of what former working group had developed when it is brought up to date. Greg will give more thorough presentation in the future that will include the relationship of this project with Identity Management.</td>
</tr>
<tr>
<td>IT Agents Presentation</td>
<td><strong>NMEL IT Agent Presentation: Elisha Allen.</strong> Presentation is attached. Q: What media might become available to departments not using WebCT? A: Discussions about resurrecting and pursuing work of the AMI group. David Sanchez is planning to make some services more widely available and supported. Contact Debby Knotts or Elisha Allen if would like presentations in the departments.</td>
</tr>
<tr>
<td>Old Business</td>
<td>None</td>
</tr>
<tr>
<td>New Business</td>
<td><strong>IT Security Days (Mike Burlison).</strong> Security Days are October 9-11 at HSC and ASM Student Center. Student Day 10th: laptop clinic, vendors, speakers, basic practices. Staff/Faculty Day on 11th: Barney Maccabe is among keynotes, security topic speakers are from ASM, NM Tech, Sandia Labs. See <a href="http://securityday.unm.edu">http://securityday.unm.edu</a> for the program schedule. Agents are invited to set up a table on 2nd day – if want to be involved, contact Mike at <a href="mailto:burlison@unm.edu">burlison@unm.edu</a>. ASM is also promoting their new Information Assurance, Research &amp; Education Center program. <strong>Copyright (Mike Burlison):</strong> Copyright holders do monitor content on the network and complain to the University, especially music &amp; movies as well as software, 75% coming from dorms, 20% from wireless, software from...</td>
</tr>
</tbody>
</table>
departments. Have met with RAs in dorms. Preservation Notices and Pre-settlement letters do go to court. Students become liable, but UNM does not turn over network information unless subpoenaed. UNM can’t protect the students.

Q: Why does RIA contact UNM when we’re not responsible? A: Owners are looking for support and can get this information from private ISPs like Comcast. If subpoenaed, we have to comply. Convictions and settlements can be very expensive.

Q: What do we do about IT Stalking? A: Harassing emails are tracked, but from public areas or non-UNM netID, we may not have recourse. With wireless we can track only with Web-Auth logins.

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**Future IT Agent Presentations**
- Oct 10 – Peter Pridham – Facility Planning
- Nov 14 – Martin Castillo – Valencia Branch
- Dec 12 – Tom Gutierrez – SOM
- Jan – Mike Campbell - UNMH

**Next Meeting: November 14, 2007, 9:30-11:30 AM, SUB Acoma Room**

**Note:** The meeting will be two hours
### Members/Alternates in Attendance:
Mark Reynolds, Rick Olcott, Sterling Coke, Robert Nocella, Cyndi Dean, Douglas Bell, Dale Hendrickson, David Sanchez, Elisha Allen, Greg Gomez, Robert Christner, Jenny Wong, Peter Pridham, Brian Thompson John Reindorp, Greg Gaillard, Tom Gutierrez, Irmin Wehmeier, Anthony Valdez, Rick Bull, Martin Castillo, Mike Campbell

### Visitors:
Jane McGuire CIO/ITS,

### Facilitator:
John Reindorp

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<td><strong>Announcements</strong></td>
<td>NEC Technology Day for UNM November 7</td>
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<td>Security Days, October 9-11. At ASM for IT Staff Thursday.</td>
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<td><a href="http://securityday.unm.edu">http://securityday.unm.edu</a></td>
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<td>NM TIE Conference Oct 3-5. Book mark this link for next year’s conference and plan on attending: <a href="http://www.nmtie.net">http://www.nmtie.net</a></td>
</tr>
<tr>
<td></td>
<td>Information Stewardship document: provide feedback to Jeff Gassaway by October 15. <a href="http://cio.unm.edu/standards">http://cio.unm.edu/standards</a>. This is intended to become a document out of HR.</td>
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<td></td>
<td>TechQual Survey status: 17,000 surveys sent out. 230 respondents, more than half of those were students. 379 uncompleted surveys. Results are interesting and are being reviewed by the researchers. We intend to share results with IT Agents for their divisions first, and then more broadly.</td>
</tr>
<tr>
<td></td>
<td>Dell Purchase: HSCLIC has negotiated a large purchase with Dell at prices lower than available through Purchasing. If you want to take advantage of the pricing, it’s good for 30 days. See Attached.</td>
</tr>
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</table>

### STANDING AGENDA

**Governance Body reports**

**Gov Council:** Mike Campbell reported on the 10/2 meeting. Policy 2500, 2510 and 2520 will be reviewed. This group will be able to input on these computer use policies. Confidentiality/Information Stewardship document in review until 10/15. Jim Blackshear presented the Gallup upgrade project almost completed for networking, PCs, technology support.

**IT Managers:** Greg Gaillard reported on this group’s discussion on the Spam project, TechQual, Info stewardship, Security Days. Dilek Inal presented the approach to Active Directory project that is being reconstituted.

**IT Project Updates**

**Provisioning Project:** (Karen Mann) This project is developing an automated way to identify a person’s status and affiliation with the University. Benefits will be seen in library and Lobocard privilege authorization. Go live on November 12. Everyone will be identified by Banner ID in the General Person Area. This is a predecessor project and lays groundwork for Identity Management. Hospital, Learning Central, volunteer faculty, AIMS students, CNM students will be identified as well as faculty, staff and students.

**Active Directory (Greg Gaillard):** The committee is comprised of Dilek Inal, Chair, Bill Halverson, Jon Tregear and Greg Gaillard. Goals: 1) Refine AD standards for an enterprise-wide service.
2) Build a scaled enterprise forest that works for the biggest and most complex forests. The charter will be developed soon. The hidden agenda is to cultivate the community of AD tech professionals who can support each other in providing this service for campus. Architecture & Auxiliaries have offered to participate and meet the criteria of tech skills. Others interested in participating can contact Dilek at dscott@salud.unm.edu. ITS has offered to cover the licensing costs issues to support the effort. When the standard is drafted, it will be posted at http://cio.unm.edu/standards. IdM will be a feature of the ADTC.

**IT Agents Presentation**

**Facilities and Real Estate Management:** Peter Pridham presented FREM as a realignment of other related facilities/infrastructure functions under a new umbrella. IT staff currently at 5 plus students, and will be adding 3 more, including Web developer and systems professionals to support this broad division and its local applications that support FREM and the University.

Q: Are you coordinating with ITS on your data warehouse? A: Yes. CAFM selection will likely be a Banner partner.

Q: Are you still looking at a project for scheduling/managing projects? Can other departments use it as well? A: That is CAFM. It uses Fast-Track and may go to Famis. TMA for Phys Plant’s work orders will tie in. Using HSC SQL servers.

Q: Will there be web-based maps & directions for students trying to find places on campus? A: In GIS project, campus to be mapped into software, including all UNM campuses – working with Homeland Security. 25,000 pdfs being scanned in. Outsourced to Reprographics.

**Old Business**

None

**New Business**

**Information Architects Group:** Greg Gomez and Matt Carter gave an overview of this networking technical group. Their intention is also to provide a conduit for information to and from the IT governance groups and to exchange information with other web professionals. The group broadly represents 46 web developers across campus and in Albuquerque. The next meeting is October 31 or ia-unm-l@unm.edu listserv.

**Suggested Future Agenda Items**

1. Web Task Forces - Holly Buchanan
2. Security Strategy Priorities – Moira Gerety
3. Reporting & Hyperion Issues – Bonnie Young
4. Listservs for communication - ?
5. Copyright policy clarification – who’s accountable – Robt Mertz
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8. ITS to provide offsite disaster recovery for departments? Moira November?

**Future IT Agent Presentations**

Nov 14 – Martin Castillo – Valencia Branch
Dec 12 – Tom Gutierrez – SOM
Jan – Mike Campbell - UNMH

**Next Meeting:** November 14, 2007, 9:30-11:30 AM, SUB Acoma Room

**Note:** The meeting will be two hours
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Visitors: Jane McGuire CIO/ITS, David Hyatt, ITS
Facilitator: Moira Gerety

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<td>Gov Council:</td>
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<tr>
<td>IT Cabinet:</td>
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<tr>
<td>IT Managers:</td>
<td>Did not meet in October.</td>
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<tr>
<td>IT Project Updates</td>
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<td>New Business</td>
<td>IT Agent Issues/Priorities</td>
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<td>Moira facilitated a discussion about the roles and priorities of this IT Governance body.</td>
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Issues +/- about the IT Agents group from the Agents:
- Duplication of governance groups, notes might suffice
- 2 hrs a lot for just building community
- Once a month too much and not enough
- Information is valuable
- Peer contact/community valuable to build
- Not enough representation at higher levels or clear chain of command. Not like the Fiscal Agents.
- Flow too much one-way from ITS. Agenda items should come from us to ITS & governance groups.
- What we are supposed to accomplish or what we’re here for is not perfectly clear. Charge is nebulous.
- We (A&S) put together a lot of data for a lot of different purposes across the U, outside of Banner. Many tasks and interfaces should be driven, coordinated or done at U level electronically, rather than departmentally or within a college and pushing info up. E.g.: Registrar course schedule written on paper, electronic grade transfers to Banner from SOM, colleges develop apps to make their lives easier that U should be asking for across the institution.
- Process improvement and decision support in departments, especially with Banner interfaces, need to be discussed more broadly.
- Distributed computing groups need standardization, more and different support. Need bridges across the silos to accommodate heterogeneous environments. Don’t dictate,
give options.

- What is this body empowered to do? Anything more than influence? Will we get feedback? Are we at the table for dialog. E.g. Identity management and Info Assurance was talked about months ago, but no groups have ever been convened. What can we really do without money? E.g Active Directory project.
- Let’s lead in areas of Standards and sharing resources for project where there IS money. If all areas agree, then we are ready when there is money.
- Priorities: too many and not clear. This is a problem with limited people and money. Leaders want to do too much – we are thrashing.

‘Homogeneous’ Groups (Academic IT, Central Service Providers, Distributed Service Providers, and Administrative IT) identified their seven top issues. Agents self-selected themselves into the groups. Each group presented to the whole.

**Academic Local IT**
1. Banner post implementation data and workflow issues
2. ITS support for IT staff/depts. (would like to have own number for help, not compete with people doing Banner or connecting a laptop)
3. Policy decision making process (we get handed these without input)
4. Better communication with ITS
5. Centralized repository for departmental and central various guidelines, processes, handbooks, procedures that we could share
6. volume purchasing for commodity IT
7. Pockets of expertise. Can we support each other across the silos and not go to ITS all the time?

**Administrative Local IT**
1. Banner Integration (Interfaces like Kronos, using banner data on our various local systems
2. IdM
3. Web Standards
4. Training initiative
5. Disaster/Data Recovery Mgt
6. Reporting/Data Management
7. Security

**Distributed IT Service providers**
1. Baseline client configuration/infrastructure to support data sharing & application across all campuses. Standards
2. Legit reporting structure for subcommittees, task forces and IT Agents
3. Media technology standards
4. Bandwidth statewide
5. Proper IT staffing levels, title, authority.
6. Cohesive Legislative voice for IT priorities (eg media support, web conferencing, funding model, classroom technologies)

**Central IT Service Providers**
1. Sense of urgency – how can IT Agents make a difference?
2. Identify initiatives that can be Funded vs non-funded
3. Identify what projects where we can share costs
4. Collaborative projects – goal is standardization, not centralization, Active Directory: standards, funded; IdM: standards, funded/non-funded
5. Clarify Outward facing vs external/internal - duplication of services; uniting IT islands or coordinating; leveraging island expertise
6. Clarify IT Agents roles cuz they support core mission of UNM, vision, feedback at higher level
7. IT Cabinet presentation to IT agents; IT agts provide feedback on Cabinet and managers mtg minutes.

**Identification of top issues across groups**
Agents had 7 ‘votes’ to distribute across the issues. Common areas identified in more than one group were combined.

1. Islands of expertise – coordinating distributed IT expertise (24) corollary: Centralized repository (10)
2. IdM (16)
3. Banner (14)
4. Legitimate voice in governance, reporting structure (13)
5. Legislative joint voice (11)
6. Central Repositories (10)
7. ITS Support for distributed IT staff (10)

**Next Steps**
1. Define a process to make resolutions, revise them before bringing them to other governance groups.
2. Review these 7 priorities in more concrete terms. This list is not ready for prime time. At our next meeting, let’s figure out how to address them.

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**Future IT Agent Presentations**
Dec 12 – Tom Gutierrez – SOM
Jan 9 – Mike Campbell – UNMH
Feb 13 – Martin Castillo – Valencia Branch

**Next Meeting: December 12, 2007, 9:30-11:30 AM, SUB Acoma Room**

*Note: The meeting will be two hours*
**IT Agents**  
**Meeting Notes**  
Wednesday, December 12, 2007

**Members/Alternates in Attendance:** Dave Hyatt, Rick Olcott, Sterling Coke, Robert Nocella, Cyndi Dean, Douglas Bell, Dale Hendrickson, Sung Hee Lee, David Sanchez, Elisha Allen, Brian Christian, Robert Christner, Dennis Crowther, Letisha Kaskaske, Steve Freeman, Jodi Hennigan, Greg Gaillard, Brian Thompson, John Reindorp, Tom Gutierrez, John Sibray, Anthony Valdez, Martin Castillo, Mike Campbell, Mike Burlison

**Visitors:** Jane McGuire CIO/ITS, Kingsavanh Bounkeua ITS,  
**Facilitator:** Moira Gerety ITS

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| **Announcements**  | • **Access to ITS through the ECC** rather than through the Support Center. ECC monitors network, servers & applications and would like to contact Agents when there are failings. Questions: Could ECC identify the people who are authorized to call? Where are the SLAs? Are they online? What is relationship with Matt Braun’s group – who do I contact?  
• **Open the IT-Agent listserv?** The committee agreed to open the list to any requestor to facilitate info dissemination.  
• **Current ITS Projects.** On ITS web page, click on Current Projects to see current portfolio of projects.                                                                                                                                                                                                                                                                                  |

**STANDING AGENDA**

**Gov Council:** Mike Campbell reported on the IT Cabinet meeting.

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</table>
| Gov Council:            | IT Cabinet:       | IT Managers:           | **IT Agent priorities** | 1. Islands of expertise  
2. IdM  
3. Banner (reporting)  
Legitimate voice in governance (architecture - See page 7 of [http://cio.state.nm.us/content/architecture/FrameworkForEntArchProg.pdf](http://cio.state.nm.us/content/architecture/FrameworkForEntArchProg.pdf). Q: What should be the interface between Cabinet and Agents? Q: What is the interface between IT Agents and IT managers in architecture? A: Both need to be involved in all areas.  
4. Legislative voice (Divisions need to develop their own IT plans, divisionally vetted, to provide input to Central IT plans. July is first submission to state to get proposals on the table. ITOC often meets at HPC and presentations could be made to that group.)  
5. Central repositories (ITS issue as well)  
6. ITS support for distributed IT staff (ITS is defining centrally-provided services and developing cost studies. The next question is “are these the right services”? |
**New Business**

Dr Maccabe presented the CIO’s vision and direction on information assurance. Responsibility will fall to all IT service-providing groups – central and distributed – about their management of information as this information supports all missions of the institution. ASM’s program for Info Assurance can assist in forming managerial and professional staff as well as students. The integration of IA with mission, is what gives IA its strategic value. Establishing a culture that values information will drive the technology applied to the issue. Risks and costs of NOT valuing information are real: disclosures can result in terminating relationships (losing students we would like to attract, grants, reputation). UNM needs to move from managing risks to managing the value of the information assets. We can assist the state by developing components of IA policies that can be applied across higher ed institutions in the state.

Q: Offsite storage for departments? A: Central data is backed up at ABQG. ITS is developing a proposal for offsite storage for departments where the costs of infrastructure would be shared.

Q: Could ITS have backup services for departments? A: This is offered to some departments, but data management is also a concern.

Q: What content/information will be backed up and then retrievable for students/faculty? A: This will be determined by policy. Backing up MP3 files for CFA may make sense, but not for Engineering. Balancing the cost of managing vs the cost of storing is in the mix.

Q: FERPA violations on faculty websites: Would the CIO support mandatory training for instructional faculty on FERPA? Who’s responsible to train faculty? A: Yes, Policy must be implemented in practice, for example in order to have a UNM NetID faculty would have to be trained on copyright, FERPA, HIPAA etc., and system administrators need to protect information. The Provost’s office and HR need to address this issue broadly across the institution. Policy needs to have ‘teeth’.

**Suggested Future Agenda Items**

1. Web Task Forces - Holly Buchanan
2. Reporting & Hyperion Issues – Bonnie Young
3. Listservs for communication - ?
4. Copyright policy clarification – who’s accountable – Richard Mertz
5. Calendar standard –
6. Information dissemination preferences from divisions – IT Agents
7. ITS to provide offsite disaster recovery for departments? Moira November?
8. ECC, Matt Braun, Support Center services and contact protocols.
10. Legislative Proposals – Lou Sullo

**Future IT Agent Presentations**

Jan 9 – Mike Campbell – UNMH
Feb 13 – Martin Castillo – Valencia Branch
March .. – Tom Gutierrez - SOM

**Next Meeting: January 9, 2008, 9:30-11:30 AM, SUB Acoma Room**

*Note: The meeting will be two hours*