**Members/Alternates in Attendance:** Dave Hyatt, Rick Olcott, James Hatcher, Josh Saiz, Robert Nocella, Cyndi Johnson, Kathleen Garcia, Elisha Allen, Robert Christner, John Reindorp, Martin Castillo, Mike Campbell

**Ex-Officio & Visitors:** Jane McGuire, David McGuire, Ann Swancer, Dilek Inal, Bill Szaroletta, Chuck Phillips,

**Facilitator:** Moira Gerety

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minutes</td>
<td>• Approved as submitted. <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a></td>
</tr>
<tr>
<td>Announcements</td>
<td>• Josh Saiz- ASM, working with IT, has fully migrated to Active Directory. There is now a seamless pass through authentication experience. ASM thanked IT for its support.</td>
</tr>
<tr>
<td></td>
<td>• Elisha Allen announced the successful upgrade of Web CT over the weekend. No major changes are anticipated within the next two years. Current version: 8.0.3</td>
</tr>
<tr>
<td></td>
<td>• Jane McGuire – A planning date has been set for the UNM Portal upgrade for mid February. The interface for portal email will change. The upgrade is essential for the Banner 8 upgrade scheduled for Spring Break in March.</td>
</tr>
<tr>
<td></td>
<td>• Mike Campbell- Hospital is going through the annual accreditation this week.</td>
</tr>
<tr>
<td></td>
<td>• Moira Gerety- UNM has joined NMSU and NM Tech in moving its I2 connection to the Front-Range Gigapop in Denver. The connection goes through ABQG and saves $60,000-$80,000 annually. An agreement has been signed that established a Western Regional Network (WRN). The agreement strengthens UNM’s networking position in the region.</td>
</tr>
<tr>
<td></td>
<td>• Bob Christner - LoboData Mart project is seeing lots of campus engagement in the project.</td>
</tr>
<tr>
<td></td>
<td>• Ann Swancer- Communication will be coming out soon about merging of the support groups. This will include a slow migration to a single phone number for voice and computing support. All Support Center numbers will work for this semester until we fully communicate the single support center number (75757).</td>
</tr>
</tbody>
</table>

**New Business**

• Digital Signage – Josh Saiz (presentation attached)

• Student Computing Inventory- Moira Gerety (Handout attached)

See handout, student computing will be looked at and investigated further before making large computer purchases. In February, conduct student surveys and focus groups to understand students and trends. Then come forward with recommendations to the Provost.

Volunteers came forward to participate in developing an inventory of computers available for student use across campuses. Dale Hendrickson, UL, Rick Adcock (HSLIC), and Jon Feldstein, College of Fine Arts and Bob Christner, Student Services volunteered.

Q- Why isn’t there a centralized database for this inventory? Clear policy needed to address legality of workstation ownership, inventory falling through the cracks after purchasing, tracking workstations, property accounting, surplus workstations, and grant provided workstation issues.

**Action Item:** Moira asked Dennis Crowther to raise this issue with Julian
Sandoval and report back to the IT Agents.

- **Money Saving Opportunities- All**
  Moira asked for suggestions to save money in IT. Below are items brain-stormed.

  - Access control systems- C-Cure, ~7 different installs on main campus.
  - Time Reporting ~ 5 different installs of Kronos.
  - It may cost money to attain, but the goal is to lower operating costs.
  - Include Alarms
  - Application consolidation
  - Not every user needs a printer on their desk. Toner costs more than the printer. Plan ahead use campus printing services. Define the printing service, expectations. Centralized printers for value added.
  - Explore the idea of doing more virtual labs. ASM.
  - VPNs

- **Meeting Housekeeping- Moira Gerety**

  - No meeting in July
  - Feb Meeting will be Enterprise E-Mail/Messaging Forum

<table>
<thead>
<tr>
<th>IT Agent Priority Projects</th>
<th>Unifying our Electronic Directories- IDM - Chuck Phillips (presentation attached)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance Reports</td>
<td>IT Cabinet- <a href="http://cio.unm.edu/cabinet">http://cio.unm.edu/cabinet</a></td>
</tr>
<tr>
<td></td>
<td>IT Managers- Mike Campbell gave updates</td>
</tr>
</tbody>
</table>

| Future Agenda Items       | Update on the Pit/ Digital Signage- Bill Szaroletta |
|                          | Inventory Accounting Policies- March                                             |
|                          | Support Center Merge- March                                                   |
|                          | Phase 2 NAC                                                               |
|                          | Backbone Networking connection in Centennial 10G- May                         |
|                          | Podcasts lectures                                                            |

Next Meeting: **February 10, 2010, 9:30-11:30am SUB Room TBA**
**March 10, 2010 9:30-11:30 am SUB Santa Ana Room A&B**
Digital Signage Components

- Content Authoring
- Content Management
- Content Distribution
- Content Endpoint/Display
Uses of Digital Signage

- Public information
- Internal information
- Advertising
- Brand building
- Influencing customer/community behavior
- Enhancing customer experience
- Enhancing the environment

Existing/Planned Systems at UNM (as of Feb. 2009 internal scan)

- HSLIC
- College of Pharmacy
- Anderson School of Management
- UNMH
- UNMH – Emergency Room
- Student Affairs – SUB
- Student Affairs – Housing
- Athletics – Stadium, Pit, etc.
- School of Engineering – Centennial Engineering Center
- Communications & Journalism
- Student Services
- School of Law
- Cancer Research & Treatment Center
- Popejoy Hall
Current Membership

- Chairs
  - Josh Saiz – Anderson
  - Bill Szaroletta – Office of the CIO
- Members
  - Cinnamon Blair – UCAM
  - Robert Christner – Student Affairs
  - Chris Elliott – UCAM
  - Smith Frederick – College of Education
  - Jim Gale – KNME
  - Tim Johnson – MTS
  - Jerry Martinez – MTS
  - Jason Nye – SUB/Res-Life
  - Jonathan Tregear – HSC
  - Rob Wiberg – UNM Libraries

Draft Charter Development

- Committee charged given August 2009 at IT Agents meeting
- Committee assembled and has met since September 2009
- Reviewed multiple vendor offerings
  - Four Demonstrations
  - Literature
- Discussed different technologies that apply to DS
- Drafted charter
UNM and DS Strategic Relationship

- Vital Academic Climate
- Campus Vitality
- Access with Support to Succeed
- Respectful Relationships
- Freedom

Vision

- Convey information about the University.
- Provide emergency notification to the UNM community and visitors.
- Provide current affairs and events to the University community.
- Provide way-finding solutions for campus locations (main and branch campuses)
- Showcase student, faculty and staff achievements.
- Provide sponsorship opportunities for internal and external constituents to the University.
Mission & Purpose

- Identify digital signage needs and recommendations for faculty, staff, and students within the UNM community (main and branch campuses).
- Perform internal scan of existing signage systems at UNM (main and branches).
- Perform external scan of DS implementations at peer institutions.
- Research and identify possible digital signage solutions relating to:
  - Content Authoring
  - Content Management
  - Content Distribution
  - Content Endpoint/Display

Draft Charter Reviewers

- Emergency Management Committee
- Undergraduate students via ASUNM
- Graduate Students via GPSA
- Faculty via Faculty Senate
- Staff via Staff Council
- HSC/UH Executive Directors
- Office of the CIO
- KMIT (Operations, Faculty Advisory & IS Directors)
- Deans Council
- All other level 3 orgs (Athletics, Academic Colleges, and all other)
- Alumni Office
- IT Agents
- Branches
- IT Managers
- IT Cabinet
- IT UNM
- Office of the Registrar
- UCAM
- UNM Police
- Main/HSC Office of Research
- Provost Office
- KNME
- Continuing Education
Report Deliverables (May 31, 2010)

- Problem Definition
- Needs Assessment
- Stakeholder Identification
- Meeting notes from reviewing groups
- Internal Environmental Scan (current and future state)
- External Environmental Scan (current state of higher education implementations)
- Gap Analysis of Current State and Charter’s Vision/Needs Assessment
- Alternatives for mass communication
- Identify Funding and Revenue Sources
- Recommendations
- Benefits of Digital Signage
- Financial Commitment Estimate (range) and funding options
- Proposed follow-on project would include implementation in addition to a support model

Design Framework using Digital Signage Components

- Request for Information (RFI)
- Multiple architectural, implementation, and support model approaches
- Funding Options
- Recommendations
Governance/Owners

- Using the Office of the CIO Collaborative Process Roadmap
- No executive sponsor identified

Questions? Enhancements? Additional Participants?
IDM: Identity Management

UNM IDM Task Force Mission

To develop IDM services; by first creating a central repository of identity information and then synchronizing information with major campus identity repositories to solve IDM and related information security issues.
Ultimate Goal?
Conceptually one central IDM system would be great. However, functionally and politically this vision is too big to implement immediately. Therefore, we need to look at what’s in the cloud now and identify how to break it into smaller goals that will achieve the vision.

Identified Priorities

- Creation and (de) provisioning too slow and complex
- Users that aren't in central directories such as accepted applicants, contractors and affiliates
- Reduced or Single Sign on
- Identity vs. Identifier (IdmID)
- Reliable, Maintainable, Future Compatible, Affordable, Adaptable,
- Federation with non-UNM
- Integrity, Quality, Authenticity of content
Goal: Document Current State

Environmental Scan
Technical Inventory
Identity Business Process Owners

Lots of silos of information.
Growth and additions of new services have show this is not sustainable.
Past attempts of fork lift installations have shown an incremental approach is needed for success.
Goal 1: Centralized AD Forest
A huge undertaking by the ADTC. The ADTC had made lots of progress and the consolidation of forests into the Centralized Forest will continue.

Goal 2: NetID/Password sync between IT LDAP and AD Forest
Go live was November 22, 2009.
This project will, over time, synchronize NetIDs between the IT LDAP server and the Centralized AD Forest.
AD Domain Migrations will continue and will hopefully be faster as experience is gained and the NetIDs are in sync.
Goal: Synchronization between HSC eDir & LDAP
The ability to have a single NetID on Campus has always been desirable.

HSC eDir and UNM LDAP Sync (cont)
People
– There are scripts in place to provide synchronization of personal information
– These scripts are prone to problems, some of the authors have left UNM and the scripts are not supported.
HSC eDir and UNM LDAP Sync (cont)

NetID

– Main Campus still has an 8 character Limit on NetIDs. This limit is because of scripts not because of technology.

– Each script that populates resources needs to be tested, fixed or possibly replaced to support more than 8 characters.

– The ability to support longer NetIDs is going to exacerbate the need for NetIDs to be changed reliably.

Goal: Federated ID

UNM Wants to position itself to provide a Federated ID. This will enable UNM to more easily collaborate with other state organizations (APS, CNM, NMSU, DOIT etc.) in providing authenticated services to large audiences.

A task force is being formed to explore Federation and then provide guidance to do a proof of concept within the UNM community.

Once we ‘eat our own dog food’ we should feel confident in the ability to roll out larger Federated services.
Goal: Replace local scripts

Task Force Charter

• Vision
  – The IDM project team will develop a set of integrated IDM services that manage UNM identity information so that it can be utilized to the maximum benefit of the UNM community.
  Identity Management Services are a set of processes, and a supporting infrastructure, for the creation, maintenance, and use of digital identities.

To Be Continued....
## IT Agents
### Meeting Notes
**Wednesday, March 10, 2010**

**Members/Alternates in Attendance:** Rick Olcott, Josh Saiz, Robert Nocella, Cyndi Johnson, Kathleen Garcia, Elisha Allen, Robert Christner, Mike Campbell, Sterling Coke, Andrea Harvey, Robert Nocella, Doug Bell, Sung Hee Lee, Tim Johnson, Brian Christian, Nathan Sweet, Dennis Crowther, Irmin Wehmeier, Joaquin Cantu, Hector Mejia, Mike Burlison

**Ex-Officio & Visitors:** Jane McGuire, Carolyn Hartley, Lucas Gutierrez, Mark Harty, Mike Carr, Jeff O’Keefe, Nancy Middlebrook, Tim Thomas

**Facilitator:** Moira Gerety

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minutes</td>
<td>Approved as submitted. <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a></td>
</tr>
<tr>
<td>Announcements</td>
<td>• <strong>IT Power Take Down:</strong> Moira announced there would be no power outage.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Switch Consolidation project.</strong> Several Agents reported that ports had been turned off in the summer and <strong>Action Item:</strong> Ask Mark Reynolds to come and speak to the switch project.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Novell licensing:</strong> Dennis Crowther invited Agents to participate in Novell’s licensing per earlier mail to the list.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Digital Signage:</strong> Campus survey invitation went out to IT Agents. Please complete the survey!</td>
</tr>
<tr>
<td></td>
<td>• <strong>Windows 7:</strong> ASM is moving to Windows 7 in their Lab and IE8, which SunGard has not certified for Banner. FastInfos for IE8 settings and Windows 7 for Banner will be produced. The Windows 7 roll-out will be planned when IT leadership evaluates the support suite. <strong>Action Item:</strong> Schedule Win7 presentation to Agents by IT, HSC, UNMH.</td>
</tr>
<tr>
<td></td>
<td>• <strong>IT Policy Revisions:</strong> Drafts are available on cio.unm.edu/standards. Please give feedback to Mike Carr in the next couple of weeks.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Penetration Testing:</strong> Mike is doing a vulnerability test and has invited people to participate. Contact him if Departmental areas would like to be tested. This will take place after finals. Results will be available publically. Un-patched systems are the most vulnerable. Budgetary constraints are not allowing quarterly testing.</td>
</tr>
<tr>
<td>Follow Up</td>
<td><strong>Inventory Management:</strong> Dennis is arranging for Deb to present to Agents in April.</td>
</tr>
<tr>
<td>New Business</td>
<td><strong>Banner 8 Upgrade:</strong> This upgrade begins Friday at 5 pm and will anticipated to be back up Thursday morning March 18. Mitigation strategies are in place for all anticipated problems. We are hoping to have foreign special characters in place as part of the planned summer upgrade to Banner v. 8.3. The February my.unm portal upgrade was successful for the portal; email and finance workflow issues are being worked through. Security is essential; the latest versions of Adobe version of FlashPlayer, jinitiator, etc is important. Sungard’s Flex environment is bringing some challenges. It is anticipated that this is the last upgrade cycle requiring 5 days of downtime and Sungard will have two releases per year that we will implement in fall and May.</td>
</tr>
<tr>
<td></td>
<td><strong>Lobo Re-Card – Carolyn Hartley</strong> Presentation Attached. Printing of new cards begins May 17 and is free to replace existing cards. A design competition has prizes of LoboCash (actual dollars to the branches). A mug for a mug starts March 29. Prox cards need to be coordinated with Alarms. HSC security is also being coordinated. Be prepared for pain. Affiliates and retirees will be handled after 9/15.</td>
</tr>
<tr>
<td></td>
<td><strong>Q: Can faculty get photos of students for seating charts?</strong> Photos are public information and could be available after this project is done.</td>
</tr>
<tr>
<td></td>
<td><strong>Q:</strong> Parking prox cards are not integrated at this point – Structure customers will have to put pressure on Parking and Transportation Services.</td>
</tr>
<tr>
<td></td>
<td><strong>Student Facing Computers – Moira</strong> Moira distributed the inventory as of March 9. Agents are asked to identify if any labs that have NOT been entered. The CIO has been asked for a number of student-facing computers that could be replaced. There is no intention to replace departmental labs with centrally-supported labs.</td>
</tr>
<tr>
<td></td>
<td><strong>The priorities</strong> for replacing equipment would be:</td>
</tr>
<tr>
<td></td>
<td>• &gt; 4 yrs old</td>
</tr>
<tr>
<td></td>
<td>• Accessible to all students or available to the public</td>
</tr>
</tbody>
</table>
- Not funded by fees
- Where students can get technical or academic support
- Equitable geographic distribution
- ADA accessibility geographically distributed
- Willing to donate old CPUs to the Center for Advanced Research Computing (CARC).

**Requirements** for new computers that would need to be acceptable to recipients:
- Use UNM contracts to replace them, where available (Dell)
- Use the standards-based image, including for Citrix for remote hosting. Thin client is still down the road.
- Meet security & patch schedules.
- Be willing to have the clients managed by Directory Services (not necessarily by IT), such as available in departments like ASM or the Library.
- Should be available for public UNM use.

**Considerations:** With Windows 7, some applications need upgrading, especially for accessibility. Funding needs to be reserved to support ADA or discipline-specific equipment.

Down the road, Lobo Seat and Boopsie, the mobile app for way-finding will be integrated to publish information about labs to students, even departmental labs.

IT is preparing a recommendation to Andrew Cullen for how much to set aside for upgrading student-facing equipment.

A review of the approach with the Provost’s Office and a survey of students are forthcoming.

**IT Goals** – Moira shared the CIO and IT’s Director’s goals with the IT Agents. Moira answered questions:
- **Q:** HR in IT? HR would like to distribute HR functions to large complex departments (like PPD, IT) for quality and processing speed.
- **Q:** Boopsie? Mobile app for way finding as an example of mobile apps. These are available for library catalogs.
- **Q:** videoconferencing? Adobe Connect (Taos rep would appreciate this!)
  
**Comment:** Elisha applauded this effort from a Staff Council point of view, and has asked the President for this transparency for all Vice Presidents.

<table>
<thead>
<tr>
<th>IT Agent Priority Projects</th>
<th>Governance Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Cabinet- <a href="http://cio.unm.edu/cabinet">http://cio.unm.edu/cabinet</a>,</td>
<td></td>
</tr>
<tr>
<td>IT Managers- Mike Campbell gave updates on the February meeting. Service management tools committee presented and an RFP process is beginning to replace Peregrine and HEAT.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Future Agenda Items</th>
<th>Update on the Pit/ Digital Signage- Bill Szaroletta</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Switch reclamation project – Mark Reynolds</td>
</tr>
<tr>
<td></td>
<td>Auditory classroom capture – Elisha Allen</td>
</tr>
<tr>
<td></td>
<td>Windows 7: IT, HSLIC, UNMH-IT</td>
</tr>
<tr>
<td></td>
<td>Asset Inventory: Controller’s Office</td>
</tr>
<tr>
<td></td>
<td>Support Center Merge-April – Ann Swancer, Tracy Hart</td>
</tr>
<tr>
<td></td>
<td>Phase 2 NAC - Gary Bauerschmidt</td>
</tr>
<tr>
<td></td>
<td>Backbone Networking connection in Centennial 10G- May</td>
</tr>
<tr>
<td></td>
<td>Podcasts lectures</td>
</tr>
</tbody>
</table>

**Next Meeting:** April 14, 2010, 9:30-11:30am SUB Santa Ana Room A&B
### IT Agents  
**Meeting Notes**  
Wednesday, April 14, 2010

#### Members/Alternates in Attendance:  
Mike Campbell, Joaquin Cantu, Irwin Wehmeier, Tim Johnson, Douglas Bell, Jon Feldstein, Sunhee Lee, Michael Burlison, Robert Nocella, George Kelbly, John Reindorp, Mark Garcia, Hector Mejia, Bryan Thompson, Gabe Rivera, Brian Christian, Dennis Crowther, Rick Olcott, Bill Gilson, Josh Saiz, Sterling Coke

#### Ex-Officio & Visitors:  
Jane McGuire, Mike Carr, Dave Hyatt, Debby Knotts, Gabriel Rael, Chuck Phillips

#### Facilitator:  
Jane McGuire

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minutes</td>
<td>Approved as submitted, <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a></td>
</tr>
<tr>
<td>Announcements</td>
<td></td>
</tr>
<tr>
<td>IT Power Take Down</td>
<td>Jane announced that the power outage is being postponed and strategies are being put in place to mitigate the impact of future power outages.</td>
</tr>
<tr>
<td>E-Mail Calendar</td>
<td>Mike Campbell reported that the forums have been completed and the survey is closed. Synthesis and analysis are being completed and the recommendations are being formulated. These will be reported to Agents next month.</td>
</tr>
<tr>
<td>LFC Server Survey</td>
<td>The IT Agents asked that the request for information go to the Deans so they have that authority when requesting information from researchers.</td>
</tr>
<tr>
<td>Follow Up</td>
<td></td>
</tr>
<tr>
<td>Inventory Management</td>
<td>Dennis has arranged for Deb Fondino to come to the Agents to gather requirements information from the Agents and hear their concerns.</td>
</tr>
<tr>
<td>Network Switch Reclamation Project</td>
<td>Dave Hyatt collected information from the Agents about who needs to be contacted in the remaining 15 buildings. 67 closets in over 50 buildings have been completed and 54 switches have been reclaimed, saving power and making hot spares and switches available when they are requested in other locations.</td>
</tr>
<tr>
<td>IT Policies Update</td>
<td>Mick Carr asked the Agents to review the policies on cio.unm.edu/standards and send him questions and updates before they go into the 30-day campus comment cycle.</td>
</tr>
<tr>
<td>Digital Signage</td>
<td>Josh Saiz distributed the external scan script that the IT Agents had input on and thanked them. He feels the Marketing can learn the value and benefit of this technology. He anticipates that the end result of this process will be an RFP for an integrated, enterprise solution available to all campuses.</td>
</tr>
<tr>
<td>WWW4 Migration</td>
<td>Gabe Rael from IT described the new environment for hosting departmental web sites and its new and anticipated features and security. He is migrating the last few sites and asked Agents to help identify ownership of some sites. Agents are referred to the Support Center (7-5757) to request departmental accounts.</td>
</tr>
<tr>
<td>Service Management</td>
<td>Mike Campbell reported that IT, UH-IT and HSLIC are moving forward developing an RFP for a replacement tool for HEAT and Peregrine to be announced through Purchasing. If departments are interested in getting on board, they can contact Mike Campbell or David McGuire.</td>
</tr>
<tr>
<td>New Business</td>
<td></td>
</tr>
<tr>
<td>Auditory Classroom Capture / NMEL Media Toolkit</td>
<td><strong>Elisha Allen and Dean Bernardone</strong> presented on the origin and build out of a standards-based, cheap, secure, reliable, authenticated, encryptable, HIPAA and FERPA compliant tool kit for faculty to build media into online course delivery. Another anticipated used is content delivery during epidemics, such as H1N1. Future efforts are focusing on captioning and audio description.</td>
</tr>
<tr>
<td>Q: Usage?</td>
<td>This is available to faculty who deliver online-only courses through Vista/WebCT because the infrastructure was funded by student fees for those courses. Debby offered to share usage information</td>
</tr>
</tbody>
</table>
Q: Has NMEL thought of marketing this excellent product commercially? Discussion followed regarding the commercial value of the product and the academic value to faculty to have it standards-based and easy to use.

**Student Facing Computers**
Jane shared the results of the student-facing computer inventory with the Agents. (Attached) **The data is complete but unscrubbed.** The Agents asked that it be sent to the list anyway. Corrections/additions can be sent directly to Jane. It is anticipated that a small group (probably the Birds of a Feather/Community of Interest on Student Labs, being stood up by Mark Harty in IT) will review it as part of a charge to determine the disposition of the new student fee. The student fee for technology that was approved by the Regents is $250,000/year, which cannot refresh all equipment according to the criteria already discussed:

**The priorities** for replacing equipment would be:
- > 4 yrs old
- Accessible to all students or available to the public
- Not funded by fees
- Where students can get technical or academic support
- Equitable geographic distribution
- ADA accessibility geographically distributed
- Willing to donate old CPUs to the Center for Advanced Research Computing (CARC).

**Requirements** for new computers that would need to be acceptable to recipients:
- Use UNM contracts to replace them, where available (Dell)
- Use the standards-based image, including for Citrix for remote hosting. Thin client is still down the road.
- Meet security & patch schedules.
- Be willing to have the clients managed by Directory Services (not necessarily by IT), such as available in departments like ASM or the Library.
- Should be available for public UNM use.

**Considerations:** With Windows 7, some applications need upgrading, especially for accessibility. Funding needs to be reserved to support ADA or discipline-specific equipment.

**Action Item:** Agents asked that the IE8 setting for Banner be sent to the IT Agents’ list.

<table>
<thead>
<tr>
<th><strong>Governance Reports</strong></th>
<th>IT Cabinet- <a href="http://cio.unm.edu/cabinet">http://cio.unm.edu/cabinet</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Future Agenda Items</strong></td>
<td>IT Managers- No Managers’ meeting in March</td>
</tr>
</tbody>
</table>

- Update on the Pit/ Digital Signage- Bill Szaroletta
- Windows 7: IT, HSLIC, UNMH-IT
- Asset Inventory: Controller’s Office
- Support Center Merge- April – Ann Swancer, Tracy Hart
- Phase 2 NAC - Gary Bauerschmidt
- Backbone Networking connection in Centennial 10G- May
- Symantec – Mike Burlison

**Next Meeting:** May 12, 2010, 9:30-11:30am SUB Santa Ana Room A&B
UNM Digital Signage - External Scan Survey

Intended Audience

• Educause – IT; knowledge/interest in DS
• Law Technoids – IT
• Peers - Marketing – check with Cinnamon

Questions

1. Are you using a commercial DS solution? If so, what solution/vendor?

   Branch-If using

2. Does your university have an enterprise digital solution?
3. Yes
4. No
5. Don’t Know
6. How satisfied are you with your current solution?
   a. Very satisfied
   b. Satisfied
   c. Neutral
   d. Not very satisfied
   e. Dissatisfied

7. What do you like about your current solution?
8. What do you dislike about your current solution?
9. Does your institution have a standard design/display template?

10. Does your solution provide any of the following (check all that apply)?
    a. Content Management
    b. Hosted Solution
    c. User Management
    d. Power Management
    e. Support for data feeds (e.g. RSS, database)
    f. Support for web pages
    g. Support for video clips & video streaming
    h. Ad Revenue Management
    i. Mobile Device Support

11. What types of content are you displaying?
    a. Wayfinding/Room schedule information
b. Departmental information
c. Academic scholarship and achievement
d. Institutional Advertisements
e. Commercial Advertisements
f. Video clips and live video feeds
g. Data feeds (e.g. RSS, database system, etc.)
h. Student information
i. Announcements
j. Event promotion
k. Campus news
l. Emergency notification
m. Other

BRANCH: IF SELECTED COMMERCIAL ADS, ASK QUESTION #12

12. If you are doing corporate advertisement on your displays, who is responsible for tracking the revenue generated?

13. How many digital signs are currently installed with your digital signage solution?
14. How much do you pay annually for your digital signage solution licensing?
   a. None
   b. Less Than $1000/year
   c. $1000-5000/year
   d. $5001-10000/year
   e. $10001-15000/year
   f. $15000-20000/year
   g. More than $20000/year
   h. Prefer Not To Specify
   i. Don’t Know
15. If possible, please enter the initial cost for your signage solution. Include costs for hardware, software and support.
16. On average, how much staff time is devoted to maintaining your system (hours/week)? Open-ended/text
17. On average, how much time is spent (hours/week) on designing signage content (physical or digital)? Open-ended/text
18. Contact Info
   a. Name
   b. Email
   c. Position
   d. Institution
19. Institution type
   a. Public
   b. Private
**IT Agents**

**Meeting Notes**

Wednesday, May 12, 2010

**Members/Alternates in Attendance:** Matt Carter, Eugene Rooney, Robert Nocella, Cyndi Johnson, Doug Bell, Kathleen Garcia, Zach Braun, Tim Johnson, Elisha Allen, Brian Christian, Robert Christner, Mark Garcia, Dennis Crowther, John Reindorp, Bill Gilson, Joaquin Cantu, Martin Castillo, Mike Campbell, Mike Burlison

**Ex-Officio & Visitors:** Jane McGuire, Tracy Hart, David McGuire, Mark Harty, Michael Pennell, Richard Valdez, Lucas Gutierrez, Randy Erwin, Bill Szaroletta

**Facilitator:** Moira Gerety

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minutes</td>
<td>Approved as submitted. <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a></td>
</tr>
<tr>
<td><strong>Announcements</strong></td>
<td></td>
</tr>
<tr>
<td>IT Tech Forum July 22 and 23:</td>
<td>Moira announced that a forum for UNM IT staff is being planned for July. It will consist of presentations and training. Contact Moira if you want to request certain topics or would like to present.</td>
</tr>
<tr>
<td>Cyber Infrastructure Day Recap:</td>
<td>Moira reported that UNM’s first local Cyber Infrastructure day held in April was successful bringing IT and research faculty together. A group is forming to plan next year’s event – contact Moira if you want to be part of the planning.</td>
</tr>
<tr>
<td>Symantec:</td>
<td>Mike Burlison announced that Symantec has been on site for training. Release 11.0.6 is out and addresses Mac viruses.</td>
</tr>
<tr>
<td>RFP has gone out for Service Management:</td>
<td>David McGuire announced that the RFP has been published for a product to replace Peregrine. He will keep campus informed of the progress of this cross-IT project.</td>
</tr>
<tr>
<td>Storage Upgrade:</td>
<td>A significant outage is planned for May 23. Contact the IT Customer Support Services who can triage questions before the event. The IT Web site has more information. Agents should inform their divisions.</td>
</tr>
<tr>
<td>MathWorks Licensing:</td>
<td>There is an effort between Engineering, IT and Mind Institute to change the status of licensing for UNM. Libby Henry in IT is collecting information about departments who are using this. Obtaining a campus license can reduce the UNM license from over 110K, and departments could realize thousands in savings.</td>
</tr>
<tr>
<td>Institute of Public Law:</td>
<td>Cyndi Johnson announced that IPL merged with Law, but they will go back to providing self-contained services for IT. A position is being posted.</td>
</tr>
<tr>
<td>Alarms:</td>
<td>Moira announced that this group is overwhelmed at this time with work and high visibility of certain projects, and ask for patience and understanding when dealing with this IT unit.</td>
</tr>
</tbody>
</table>

| Major Projects Updates | IT Support Center Merge – Tracy Hart: Tracy presented the timeline for merging support services and eventually rolling out tier 2 support services. Contact Tracy Hart tlhart@unm.edu with all issues, questions and suggestions or 277-8075. |
| | Q: How will the FastInfo category merge affect WebCT? Tracy will work with WebCT on that. |
| | Q: When people have the CSS open priority tickets, it isn’t working well in practice. Sometimes tickets are open a long time before resolution. Tracy will review these processes internally about info collection and passing it along. |
| | Q: When zone routers were down and the ECC hasn’t opened a ticket, it has been problematic for departments to open tickets thru the desk that get higher attention and quicker volume resolution. People who call in are not seeing or getting the tickets they opened. Resolution time can be VERY long regardless of priority or size of outage reported. These issues continue to occur. Tracy appreciated hearing this information and provided her email and phone number to call. |
| | Q: What are metrics for success? How will you know when CSS works? Reporting is also part of the merge process, but not on the time line. |

**Student Computing: Moira & Jane –**

Jane presented results from the campus survey of students and the inventory of student facing computers. (Presentation Attached.) IT Agent suggestions for recommendations included:

- Coordinate the planning between those who manage student labs & commons
- Develop a comprehensive web page to address information related to student labs, as well as the student-facing services packaged with the labs, such as free anti-virus software, Dell purchase
discounts, equipment checkout for students or student groups...

- Replace machines that are 3 or more years old first (respecting the other criteria discussed at IT Agents)
- Address the issues that are ‘important or very important’ to students: wireless, printing, power, common areas, tables…
- Check out Tech Republic for industry standards.
- Don’t throw money into desktops, rather into services for serving licenses laptops and mobile devices
- Provide guidelines for departments on amortization formulas, using plant funds for capital purchases, or encumbering funds for upgrade cycles.
- Consider equipment checkouts (Libraries, MTS) or rental to students and to groups, on or off-site.

Enterprise E-Mail, Messaging & Calendar – Moira Gerety, Mike Campbell
Moira and Mike presented the findings of the task force working on Enterprise Email (presentation attached).

Q: The infrastructure between IT, HSC and UH deters consolidation. How would we converge? In the next steps, the technical staff is analyzing this and intending to make short-term changes in the GroupWise environment to improve services in line with findings from the staff who use it the most.
Q: Has UNM considered an e-mail tax to underwrite upgrades? (Cyndi) This could be considered in the ROI work. How can UNM fund 1 email system shouldn’t be an issue if UNM can now fund 40 systems, although the cost to accomplish this is separate. ROI needs to include both hard and soft numbers. The IT upgrade to 2010 version of Exchange and making the GW interim changes will be included.
Q: Technical suggestion: In order to make GW work well for a whole enterprise, large installations, such as DOI, provide load-balanced pre-processors to handle SMTP traffic before getting to the Exchange server. This is also efficient for virtual email domains.

Web CMS – Matt Carter & Richard Valdez.
Matt demoed the Web content management system in pilot with University College and the Advisement Center. Page development features include automatic breadcrumbs, highlights on sidebar menus, drop downs, and the interface for creating meta tags, creating templates, adding comments into the html, populating fields automatically, showing navigation etc. He is setting up an on-line course catalog. Pilots to be completed in June.

Training will be unveiled at the IT Forum in July – beginning and advanced. Training will be done monthly after that, along with work sessions.
Q: Permissions? Each site can have site administrators, and identify read/write permissions to a folder level.
Q: Access? Access is through CAS then into the WCMS product. Login has permissions to folders.
Q: Timing? In June, the process to get access will be published. Then core IT groups will be handling the migration of sites for the areas they serve.

Digital Signage – Bill Szaroletta, Josh Saiz
Bill reported that two internal scans were completed. The team is looking to obtain student's input next. There are two external surveys currently live: Law Techies and EDUCAUSE. Moira Gerety is executive sponsor for this effort. Michael Polikoff has been added to the Digital Signage team and we are interfacing with CDAC's efforts on extending way finding discussion to DS. The DS team has reached out to Matt and WCMS team to discuss potential collaboration options of DS efforts with new WCMS. Presentation deferred till June meeting

Governance Reports
IT Cabinet- http://cio.unm.edu/cabinet,
IT Managers- No Managers’ meeting in March

Future Agenda Items
- Update on the Pit/ Digital Signage- Bill Szaroletta - June
- Windows 7: IT, HSLIC, UNMH-IT - June
- Asset Inventory: Controller’s Office
- Phase 2 NAC - Gary Bauerschmidt
- Backbone Networking connection in Centennial 10G- June
- FAMIS – Jeff Smith,

Next Meeting: June 9, 2010, 9:30-11:30am SUB Santa Ana Room A&B
Members/Alternates in Attendance: Cris Landgraf, Rick Olcott, sterling Coke, Josh Saiz, Cyndi Johnson, Doug Bell, Kathleen Garcia, Zach Braun, Tim Johnson, Greg Gomez, Brian Christian, Bob Christner, Dennis Crowther, Pete Pridham, Bryan Thompson, John Reindorp, Tina Caton, Irmin Wehmeier, Hector Mejia, Mike Campbell

Ex-Officio & Visitors: Jane McGuire, David McGuire, Mark Harty, Jeff Smith, Michael Pennell, Adel Saad, Chuck Phillips, Stacy Kaneshige, Dilek Inal, Bill Szaroletta

Facilitator: Moira Gerety

**TOPIC** | **DISCUSSION / ACTION**
--- | ---
Minutes | • Approved as submitted. [http://cio.unm.edu/agents/notes](http://cio.unm.edu/agents/notes)

**Announcements**
• IT Tech Forum July 22 and 23: IT Agents have been invited to present and attend at the IT Tech Forum July 22 and 23. The program is shaping up and promises to be great.
• IT Summer Projects list has been posted on the IT Home page [http://it.unm.edu](http://it.unm.edu).
• Service Mgt. Approximately 8 responses to the RFP have been received for the replacement for Peregrine and HEAT. David McGuire will keep the Agents posted on this.
• ITIL Foundations training is being taught at Continuing Ed this month. Please sign up.
• Banner outages. Despite the memory upgrade last weekend, there continues to be problems with core Banner session management. The root problem has yet to be determined.

**Major Projects Updates**
LDAP Changes – Chuck Phillips
There are some changes coming to the lockout rules. Mid August, anonymous access to LDAP will be no longer allowed. Port 389 will be blocked for non-secure access. Access will be thru port 636. Service accounts will be created for searching. FastInfos and notices will go out about this. Service accounts will also be changed. Contact [idm@unm.edu](mailto:idm@unm.edu) when/if you experience access changes and need help.

E-Mail, Messaging, Calendar Update – Mike & Moira
The final report and recommendation has been delivered to Gil who will present it to the EVPs. The recommendation is to pursue a single system with recommendations to support this direction. This is expected to be a long process, even if all recommendations are approved. Microsoft showcased Exchange and their cloud solution. Google comes in next Thursday. Mike and Moira will keep Agents posted when the decision is made.

**New Business**
FAMIS – Facilities Asset Management Information System – Jeff Smith, Stacy Kaneshige
Presentation sent out with the agenda and posted. UNM’s 11+million square feet are tied to BR&R and eventually will tie to F&A for research. FAMIS links will be available through the iss.unm.edu web page. Hospital and branches are included. Leased spaces are coming in. Because this database is built, many other components can be integrated with it.
Q: LoboCard integration? Room numbers, Banner integration and Lobo Card may also be integrated.
Q: What are the requirements? Active X in the image.
Q: Way-finding & port numbers? Integration with ports, sprinklers and way-finding are intended to integrate. IT would like to link to the drawings for port numbers. This may be built in.
Q: How can FAMIS be used as a facility planning tool? Yes, eventually. Requires a lot of IT input to be useful. Content needed for exterior spaces as well (way-finding, utilities, easement). PCD has other tools also, but FAMIS has capability to include the site. Key control would be good to include also.
Q: Can campus maps be generated? This is already on the UNM page and will integrate with Boopsie for way-finding.
Q: Equipment? Assets for inventory control are intended to be included in a future module. This info will be available to people using AdAstra. The analysis of what data goes where is yet to be coordinated.
Q: Owner =? Occupant? UNM is moving to the concept that all space is UNM space. Audits show that not all space is efficiently/effectively used for the intended purpose. This may impact future space allocations.
Q: Room status? Function code identifies vacancies along with intended use (office, conference, etc). This shouldn’t be confused with scheduling.
Q: Scheduling? There are many systems used to schedule rooms. FAMIS opens the door for a more comprehensive view of scheduling. This came up in the Email/Calendar discussion as well.
Q Contacts? space@unm.edu. Stacy will be mailing out to the IT-Agents listserv.
Q: Request Space contact form needs position for IT, not write in on a blank line. Stacy will consider this.
Q: Availability? Available now but has been slow because of Banner issues.
Q: Training? Available thru Learning Central and training document is available there.
Q: Layer for IT infrastructure? Would have to be within our drawings. Jeff has been in contact with George Thorning to do this. Again, lots of input would be required.
Q: 3D? Down the road – this tends to confuse people, but working with HSC to coordinate with Google data. Boopsie and way-finding discussions are moving this way.

Windows 7 – HSC/IT: Mike Campbell, Lucas Gutierrez
UH – New image is being pushed out to each office
HSC – HSC is developing a different image. This will be rolled out to new machines first, machines that are being re-imaged and then by department as departments choose.
IT – image will roll out to public facing machines in Pods and the Libraries this summer. This is coordinated also with the AD migration.
Q: Policies? There are very few policies top-down, such as the Windows Patch policy. These are on domain controllers. Domain OUs can set their own. The OU administrators listserv receives notification.
Q: Patch Management? Minimal compliance is required because other OUs can be impacted.
Q: Communication? Workstations and AD use lists for communication.
Q: What’s in the basic image? Lucas recommends that Agents start with the base IT image and modify from there. IT, HSC, UH are developing a build document, based on the MS Best Practices, for the image to share the knowledge.
Q: Dells shipped with image? Eventually, but currently shipped with minimal OS. Image can be purchased from Libby. Go to http://it.unm.edu/wsm for more information.
Q: Rollout? ASM, Libraries and IT are coordinating. This will also go to instructor machines in classrooms that MTS will roll out, as well as on laptops.
Q: Minimal HW requirements for Win 7? The base image run on GX620s. MS has a minimum requirement. Drivers may cause issues with the image, although W7 identifies issues for you. The jump to 2010 will be less significant.
Q: Deepfreeze? IT will stay with Deepfreeze in the Pods for the Fall deadline.
Q: 32 or 64 bit? 32 bit is our standard. IT expects to change next semester.
Q: WSM - LANDesk? This is anticipated to be replaced and the tool is yet to be determined. The impact on departments who have been following IT’s lead with LANDesk is large. The evaluation is being conducted with HSC and the Hospital. The decision is IT’s for this product. The Library will continue to use LANDesk. The image will not have an obstruction to any tool. Law is looking at another solution.

Action Item: Lucas to share the work done in evaluating workstation management tools. They are all market leaders.
Action Item: MTS would like to work with IT (Lucas) on communication to faculty on instructor stations and checkout machines for Fall semester.

Workstation Management – Lucas
Client Management – being decided next week.
Roll Out – by Fall Semester
Lucas suggested that Agents can visit the pods to see what it looks like.
Q: When do we use a collaborative process and when does IT just make a quick decision and implement? Collaboration takes time. Moira explained that IT has to make some decisions for the environments it manages in order to move quickly. This is especially true if we are not moving toward enforcing a solution or providing a tool for departments that don’t have direct IT support. The impact is significant for Email for example, but less so for Boopsie. There is no cookie-cutter for when these decisions are made. Sometimes departmental decisions and expenses on collaboration tools are wasted when IT changes its direction, even when departments want to collaborate and follow IT standards. Moira suggested that when IT’s project list is public, Agents will have more access to information.
Q: Boopsie communication plan to include this is a pilot? Communication will include that this is a pilot to test out the tool for the intended purpose. “Good enough” may be a good topic for IT Agents in selecting and rolling out products.
Action Item: Discuss IT decision-making process in the August agenda. Moira offered to prepare a rubric for how IT makes types of decisions.
<table>
<thead>
<tr>
<th>Governance Reports</th>
<th>IT Cabinet- <a href="http://cio.unm.edu/cabinet">http://cio.unm.edu/cabinet</a>, IT Managers- No Managers’ meeting in March</th>
</tr>
</thead>
</table>
| Future Agenda Items | • **Update on the Pit/ Digital Signage**- Bill Szaroletta – August  
• **Asset Inventory**: Controller’s Office  
• **Phase 2 NAC** - Gary Bauerschmidt  
• **Backbone Networking connection in Centennial 10G**-  
• **Central IT Decision-Making** – August |

**Next Meeting:** **August 11, 2010, 9:30-11:30am SUB Santa Ana Room A&B**
FAMIS: MEETING AGENDA

MEETING:  FAMIS Introduction and Overview

DATE:  2010-05-26  TIME:  12:00 pm - 1:00 pm  LOCATION:  BMSB - Dean's Large Conference Rm

HANDOUTS:  Agenda, Presentation, Training Schedule, Specifications, Access Form, Overview

<table>
<thead>
<tr>
<th>ATTTENDEES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENDA TOPICS</th>
<th>MINS</th>
<th>ASSIGN TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Introduction</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2) FAMIS PowerPoint Overview</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>3) FAMIS Demonstration and Report Examples</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Minutes  20
FAMIS (Facilities Asset Management Information System)

Integrated Workplace Management System (IWMS)

May 2010

Jeffrey A. Smith  •  Manager  •  277-9292  jefsmith@unm.edu
Stacy Kaneshige  •  Data Manager  •  277-9291  skaneshige@salud.unm.edu
What is FAMIS?

- **FAMIS** is an Oracle database. This database holds facilities data for all UNM buildings.

- **FAMISCAD** is a program that creates a direct link between AutoCAD drawings and FAMIS, thus creating a bi-directional link between our AutoCAD building floor plans, and the FAMIS database.

- **AutoCAD** is the computer aided drafting software that we use to maintain and update the building floor plans of record.
What’s in it for Me?

- **FAMIS** is the database of record for all of UNM’s 11+ million square feet of facility data and drawings.

- **FAMIS** produces the BR&R report of eligible I&G space which directly ties to formula funding dollars from the State.

- **FAMIS** provides all spacial data for the F&A report which directly ties to UNM’s Indirect Cost Rate proposal.

- **FAMIS** allows UNM to benchmark other Higher Education institutions by using National space standards (FICM codes) from the US Department of Education.

- **FAMIS** allows you to have access to view data and floor plans through Self-Service when you need it.

- **FAMIS** uses Oracle Discoverer which provides Standardized Reports when you need them.
FAMIS Components

Self-Service – Space Survey

FAMISCAD – Graphical Reports

Self-Service – Visual Map

Discoverer – Standardized Reports
Who will use FAMIS?

- **Authorized Users that are part of...**
  - Space Management
  - Campus Planning
  - Facility based Departments
    - PPD
    - SRS
    - ETC.
  - Building Coordinators
  - Administration
  - Departmental Space Coordinators
  - Departmental Users
  - Colleges/Schools

- **FAMIS Security Levels**
  - Read Only
    - Global Rights
    - Departmental Rights
  - Edit/Update
    - Global Rights
    - Departmental Rights

### SPACE MANAGEMENT

<table>
<thead>
<tr>
<th>Planning and Campus Development</th>
<th>Configuration</th>
<th>Space Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Editor</td>
<td>Space Coordinators</td>
</tr>
<tr>
<td></td>
<td>Viewer / User</td>
<td>Space Planners</td>
</tr>
</tbody>
</table>

### ALL SPACE

<table>
<thead>
<tr>
<th>Facilities and Administration</th>
<th>Viewers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Global Space Viewer</td>
</tr>
<tr>
<td></td>
<td>Editors</td>
</tr>
<tr>
<td></td>
<td>Global Space Coordinator</td>
</tr>
</tbody>
</table>

### DEPARTMENTAL SPACE

<table>
<thead>
<tr>
<th>Colleges, Schools, Support Services and Administrative</th>
<th>Viewers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Departmental Space Viewer</td>
</tr>
<tr>
<td></td>
<td>Editors</td>
</tr>
<tr>
<td></td>
<td>Departmental Space Coordinator</td>
</tr>
</tbody>
</table>
Where do we access FAMIS?

- FAMIS is available online.
  Individual login accounts to the sites will be required once access is approved.
  
  - Space Management webpage
    - [http://iss.unm.edu/PCD/SM/index.html](http://iss.unm.edu/PCD/SM/index.html)
      - Policies / Standards
  
  - Self-Service webpage
    - [https://famis.unm.edu/selfservice](https://famis.unm.edu/selfservice)
      - Space Survey & Visual Map
  
  - Discoverer Viewer webpage
    - [https://famis.unm.edu/discovererviewer](https://famis.unm.edu/discovererviewer)
      - Standardized Reports
  
  - MyUNM Channel
    - FAMIS links will be available under the Employee Life tab.
Implementation

- **Informational Meet & Greet** (Deans, Schools, Branches and Dept/Admin Heads)
  - Presentation (Overview and/or Detail)
  - Forms (Security, Gatekeepers)
  - Contact/Meet with approved/assigned Gatekeepers

- **Training**
  - Policies (FAMIS, Access, Duties, Etc.)
  - Procedures (Floor Plans, Bldg #'s, Rm #'s, Assistance, Etc.)
  - Coding (FICM, F & A, Etc.)
  - FAMIS Read-Only (Hand-out and/or Classes available)
  - FAMIS Editor (Classes required)

- **Space Allocations** (Editor and Read-Only)
  - Plan Review
  - Data Review

- **Follow-Up / User Input**
  - Make Adjustments as needed
What do we need from you?

- **Departmental Contacts**
  - Administrative Contact
    - Individual(s) who will work with PCD Space Management
    - Individual(s) who will require access to the UNM Space Management database
      - Departmental Space Coordinator (Editor)
      - Departmental Space Viewer (Viewer)
  - IT Contact
    - Individual who will assure users computer specifications meet Self-Service computer requirements

- **Training**
  - Departmental Space Coordinators/Viewers trained by November 2010

- **Accurate Data & Floor Plans**
  - Communication & updates from users
FAMIS: Request for Departmental Space Contact Account

Instructions: Please fill out the following information completely.

Planning and Campus Development views the use of its network system as a privilege, not a right, and will protect its network system by imposing sanctions on individuals that abuse the privilege. Planning and Campus Development adheres to the “UNM Acceptable Computer Use Policy” as published by UNM’s Information Technologies Department (IT). A complete copy of the current policy may be obtained from IT.

USER INFORMATION

FULL NAME: ___________________________ UNM NET ID: ___________________________
TITLE: ________________________________
DEPARTMENT: ________________________ ORG CODE: ___________________________
E-MAIL: _____________________________ PHONE: _______________________________

RESPONSIBILITIES

☐ Building Coordinator (SRS)* ☐ Financial Manager/Agent ☐ Grants
☐ Facility Services Manager* ☐ F & A ☐ Inventory
☐ Space Coordinator ☐ Human Resources ☐ ☐
☐ Department Administrator ☐ Assistant ☐ ☐
* Please List Building Number(s):

TERMINATION of PCD NETWORK ACCOUNT

PCD Space Management must be notified if the Supervisor or Employee leaves UNM or if they change position or departments.

RETURN FORM TO

Please return this form to:
PCD Space Management • Attention: Space Accounts • MSC07-4212
Or
Bldg #203 located at 1841 Lomas Blvd at the NW corner of Lomas and Yale

COMPUTER USE AGREEMENT

I am requesting an account on the Planning and Campus Development server network system. By accepting this computer account, I affirm that I will abide by the following guidelines:

1. I will be responsible for all use of this computer account.
2. I will not allow others to use my account for any reason.
3. If I believe that this account has been compromised, I will immediately report it to Planning and Campus Development.
4. I will use the computer account for University of New Mexico related purposes, and not for commercial use or personal purposes that interfere with Planning and Campus Development functions.
5. I will not use my account to engage in any form of illegal software copying or copyright infringement.
6. I will not attempt to access files, information, or accounts belonging to others without their knowledge and consent.
7. I will not use this account to harass others or intentionally destroy another user’s files.
8. I will not use this account to store or distribute commercial advertisements.
9. I will not leave this account open in order to allow interconnection between computers.

Failure to comply with these rules may result in disciplinary or legal action.

SIGNATURE: X _______________ DATE: ___________________________
## FAMIS Departmental Space Contacts

Planning and Campus Development (PCD) Space Management (SM) office maintains the UNM Space Database of record for the University of New Mexico. We need Departmental Space Contacts in order to maintain this information. Please complete and return this form.

### Purpose

This form is to identify the responsible person(s) for the editing/viewing of a Department’s spacial information. This information is the source of UNM’s spacial reporting to/for, UNM Finance’s Space Survey (UNM’s Indirect Cost Rate), Inventory Management, Building Renewal & Replacement (BRR), National Science Foundation (NSF), UNM’s Data Book, Etc.

### Instructions

A Departmental Space Coordinator (Coordinator) must be identified for all level 5 Org Codes. One Coordinator may be responsible for multiple Org codes. Level 6 Org Codes may have their own Coordinator(s), but must be used only if functionally required by the department. It is strongly suggested that the Level 5 Org Code Coordinator is also a Coordinator for all Org Codes below it. A Departmental Space Viewer is also available for individuals who need access to the information but who do not need the rights to edit it. An example would be an assistant for the Coordinator or maybe an Inventory Coordinator, etc.

Returning this completed form to PCD Space Management will initiate a Departmental Space Account request(s). Contact information must be updated when an employee leaves the University and/or the department, if the person’s duties change to where access is no longer required or if a new person needs access.

### Department Information

<table>
<thead>
<tr>
<th>College/School/Branch/Administration:</th>
<th>Level 3 Org:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Name:</td>
<td>Main Level 5 Org:</td>
</tr>
</tbody>
</table>

### Department Approval

<table>
<thead>
<tr>
<th>Dean/Director/Chairperson</th>
<th>Phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>Signature:</td>
<td>Date:</td>
</tr>
<tr>
<td>Assigned Contact:</td>
<td>Phone:</td>
</tr>
</tbody>
</table>

### Coordinator / Viewer Contact Information and Access

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>UNM NetID:</th>
<th>Access:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Code(s):</td>
<td>Email Address:</td>
<td>Departmental Space Coordinator</td>
</tr>
<tr>
<td>Phone:</td>
<td>Access:</td>
<td></td>
</tr>
<tr>
<td>Full Name:</td>
<td>UNM NetID:</td>
<td>Access:</td>
</tr>
<tr>
<td>Org Code(s):</td>
<td>Email Address:</td>
<td>Departmental Space Coordinator</td>
</tr>
<tr>
<td>Phone:</td>
<td>Access:</td>
<td></td>
</tr>
<tr>
<td>Full Name:</td>
<td>UNM NetID:</td>
<td>Access:</td>
</tr>
<tr>
<td>Org Code(s):</td>
<td>Email Address:</td>
<td>Departmental Space Coordinator</td>
</tr>
<tr>
<td>Phone:</td>
<td>Access:</td>
<td></td>
</tr>
<tr>
<td>Full Name:</td>
<td>UNM NetID:</td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>------------</td>
<td></td>
</tr>
<tr>
<td>Org Code(s):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Access:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departmental Space Coordinator</td>
<td>Departmental Space Viewer</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>UNM NetID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Code(s):</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td><strong>Access:</strong></td>
<td></td>
</tr>
<tr>
<td>Departmental Space Coordinator</td>
<td>Departmental Space Viewer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>UNM NetID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Code(s):</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td><strong>Access:</strong></td>
<td></td>
</tr>
<tr>
<td>Departmental Space Coordinator</td>
<td>Departmental Space Viewer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>UNM NetID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Code(s):</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td><strong>Access:</strong></td>
<td></td>
</tr>
<tr>
<td>Departmental Space Coordinator</td>
<td>Departmental Space Viewer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>UNM NetID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Code(s):</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td><strong>Access:</strong></td>
<td></td>
</tr>
<tr>
<td>Departmental Space Coordinator</td>
<td>Departmental Space Viewer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>UNM NetID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Code(s):</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td><strong>Access:</strong></td>
<td></td>
</tr>
<tr>
<td>Departmental Space Coordinator</td>
<td>Departmental Space Viewer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>UNM NetID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Code(s):</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td><strong>Access:</strong></td>
<td></td>
</tr>
<tr>
<td>Departmental Space Coordinator</td>
<td>Departmental Space Viewer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>UNM NetID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Code(s):</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td><strong>Access:</strong></td>
<td></td>
</tr>
<tr>
<td>Departmental Space Coordinator</td>
<td>Departmental Space Viewer</td>
</tr>
</tbody>
</table>
# FAMIS: Training Schedule

**Employee and Organizational Development (EOD) Room 1019**
This classroom is located in the UNM Business Center (Bldg #183). It has 18 computers available for training.

<table>
<thead>
<tr>
<th>Month</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>Wednesday, May 26th, 2010</td>
</tr>
</tbody>
</table>
| June    | Wednesday, June 23rd, 2010  
  Tuesday, June 29th, 2010 |
| July    | Wednesday, July 21st, 2010  
  Friday, July 30th, 2010 |
| August  | Wednesday, August 25th, 2010  
  Tuesday, August 31st, 2010 |
| September | Wednesday, September 22nd, 2010 |
| October | Wednesday, October 27th, 2010  
  Wednesday, September 29th, 2010 |
| November | Monday, November 15th, 2010  
  Tuesday, November 23rd, 2010 |
| December | Wednesday, December 15th, 2010  
  Monday, December 20th, 2010 |

**Health Sciences Center Library and Informatics Center (HSCLIC) Room 226**
This classroom is located in the HSC Library and Informatics Center (Bldg #234). It has 12 computers available for training.

<table>
<thead>
<tr>
<th>Month</th>
<th>Date(s)</th>
</tr>
</thead>
</table>
| May     | Thursday, May 27, 2010  
  Friday, May 28th, 2010 |
| June    | TBD                       |
| July    | TBD                       |
| August  | TBD                       |
| September | TBD                       |
| October | TBD                       |
| November | TBD                       |
| December | TBD                       |

## Scheduling

To reserve your class training time please contact . . .

**Stacy Kaneshige**  
Data Manager, Space Management  
505.277.9291  
[skaneshige@salud.unm.edu](mailto:skaneshige@salud.unm.edu)

**THANK YOU FOR YOUR PARTICIPATION**
### UNM SPACE MANAGEMENT DATABASE (FAMIS)

UNM Space Management Database (FAMIS) is the space inventory database of record for the University of New Mexico. FAMIS uses AutoCAD Floor Plans to populate the Database with its basic information. The basic information is: Site, Building, Floor, Room and Square Footage. Once in FAMIS, you can add additional data, such as: Assigned Department, Room Use, Allocated Department, Functional Use and more.

FAMIS is accessed through the Web using the Self-Service tool. Self-Service is broken into two parts: Space Survey and Visual map. Space Survey allows you to see and edit room by room data using simple pull-downs to create a combination of search queries. Visual Map allows you to see & print Building Floor Plans with or without some of its associated data and pull basic report data.

### OBJECTIVE

To train and inform users and stakeholders on the UNM Space Management Database (FAMIS), processes, guidelines and procedures to ensure accurate data for UNM’s reporting, benchmarking, and strategic goals.

### Access

We want to provide key staff within departments read-only or edit access to their departmental spacial information via FAMIS Self-Service. This access allows staff to have access their information so that they can do their assigned tasks.

### Roles and Responsibilities

#### Space Management

Space Management is responsible for the UNM Space Management Database of record.

<table>
<thead>
<tr>
<th>Building Numbers</th>
<th>Floor Plan Maintenance</th>
<th>Assigned Department</th>
<th>Function Codes (F&amp;A)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Numbers</td>
<td></td>
<td>Space Use Codes</td>
<td>Square Footages</td>
</tr>
<tr>
<td>Floor Plan</td>
<td>Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allocated Department</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Departments

UNM Departments are responsible for helping maintain the UNM Space Management Database and notifying Space Management who is allowed access. FAMIS has two roles set-up to accomplish this 1) Departmental Space Coordinator and 2) Departmental Space Viewer.

<table>
<thead>
<tr>
<th>Space Use Codes</th>
<th>Departmental Access</th>
<th>Assigned Department</th>
<th>Wall and door changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function Codes (F&amp;A)</td>
<td>Departmental location</td>
<td>Allocated Department</td>
<td>Modular furniture changes</td>
</tr>
</tbody>
</table>

#### Time

It is important to remember that maintenance of the UNM Space Management Database will require time from department staff. Departments will need to take a look at current roles/duties and assign a representative(s) appropriately. At this time we would like a maximum of two editors and one viewer due to initial training class sizes. People who might require access include, but not limited to:

- Department Administrator
- Financial Manager (F&A)
- Building/Space Coordinator
- Inventory Monitor
- HR Representative
- Grants Coordinator
- Self-Service: Visual map
- Self-Service: Space Survey
- Policies / Procedures
- Discoverer Viewer
- Space Use Codes
- Function Codes

### Training

PCD Space Management will be providing training on the UNM Space Management Database and it various components. Currently training is scheduled through December 2010.

### Questions

Please send your questions and concerns to:

**Jeffrey Smith**  
Manager, Space Management  
505.277.9292  
jefsmith@unm.edu

**Stacy Kaneshige**  
Data Manager, Space Management  
505.277.9291  
skaneshige@salud.unm.edu

### THANK YOU FOR YOUR PARTICIPATION
FAMIS: Self-Service Computer Specifications

This information is for your Departmental IT staff personal who may assist with technical issues with FAMIS. This lists technical requirements that are needed on your computers to use Self-Service via the web. If you have any questions, please contact Peter Pridham at PPriddham@unm.edu (505-277-9219) or contact the help desk at 277-3800.

OPERATING SYSTEM

Windows (Preferred)

INTERNET BROWSER

Windows Internet Explorer 7 or Later version

Plug-Ins

Allow Active X to be installed when prompted

NOTES
Members/Alternates in Attendance:  Mark Harty, Rick Olcott, Sterling Coke, Josh Saiz, Andrea Harvey, Robert Nocella, George Kelbley, Cyndi Johnson, Doug Bell, Zach Braun, Tim Johnson, Elisha Allen, Greg Gomez, Brian Christian, Bob Christner, Dennis Crowther, Pete Pridham, Bryan Thompson, SBC for John Reindorp, Jim Blackshear, Joaquin Cantu, Martin Castillo, Mike Campbell


Facilitator: Moira Gerety

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minutes</td>
<td>* Available at <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a>*</td>
</tr>
<tr>
<td><strong>Announcements</strong></td>
<td></td>
</tr>
<tr>
<td>Summer Projects Updates</td>
<td></td>
</tr>
<tr>
<td>- Windows 7 in the Pods slightly delayed although implemented on the hallway machines.</td>
<td></td>
</tr>
<tr>
<td>- ASM has new lab with Windows 7 and SD drives. Fast and students love it.</td>
<td></td>
</tr>
<tr>
<td>- <strong>Freshman Convocation:</strong> highly compressed and decompressed video was sent quickly over the network. This was a collaboration between KNME and IT.</td>
<td></td>
</tr>
<tr>
<td>- MTS and a cross-campus team are working with Purchasing for on-call vendors for audio, video, web conferencing, and AV rentals. They expect to have this in place by the end of Fall semester.</td>
<td></td>
</tr>
<tr>
<td>- <strong>ACR (Accessibility Resources Center)</strong> has 600 students from 500 last year. The computer pod is on Windows 7 and Office 2010.</td>
<td></td>
</tr>
<tr>
<td>- ECE has been delivering graduate level lectures with Peru using Polycom and it has worked well. Skype is still used one-on-one.</td>
<td></td>
</tr>
<tr>
<td><strong>Major Projects Updates</strong></td>
<td>Pit Project – Bill Szaroletta</td>
</tr>
<tr>
<td></td>
<td>The networking inside the building and to the building is significant to support the digital signage, IPTV from DirecTV, and video cameras. The RFP process resulted in a high quality vendor reducing their pricing by over a million dollars for multi-media system. Kiosks were recently an add-on to the original scope. Some technology was value engineered out, such as several TV channel encoders, overhead cameras and mobile device applications for ticketing.</td>
</tr>
<tr>
<td></td>
<td><strong>Action Item:</strong> Bill offered to arrange a tour of the infrastructure of the Pit after the November 1 opening.</td>
</tr>
<tr>
<td></td>
<td>Digital Signage – Bill Szaroletta, Josh Saiz (Presentation attached)</td>
</tr>
<tr>
<td></td>
<td>The scope of digital signage, like the Pit project, is broad because of the overlapping capabilities of many communication technologies. Info, Emergency notification, news, video were priorities for signage by both technical and marketing staff at UNM as well as for respondents when the survey was sent to Educause. Current UNM signage ranges from chalk announcements to at least 40 digital displays from 11 vendors across campus. Over 200 more implementations are planned. A successful implementation will be a central service, dynamic displays, current, student-focused content. Advertising is a question. A report coming out of the group will include standards and recommendations on practices and support.</td>
</tr>
<tr>
<td></td>
<td><strong>Active Directory – Dilek Inal</strong></td>
</tr>
<tr>
<td></td>
<td>Dilek referred to her roadmap to AD presentation at Tech Days, which will be posted at: <a href="http://techdays.unm.edu/presentations.html">http://techdays.unm.edu/presentations.html</a> that provides info on the AD project. <a href="http://it.unm.edu/ad">http://it.unm.edu/ad</a> refers to standards and the current list of departments who have migrated. MS2010 services will be added (Sharepoint etc) along with the migrations. Departments can be added to the list by calling 7-5757, Dilek or opening a FastInfo service request.</td>
</tr>
<tr>
<td></td>
<td>Q: Is joining faster than migrating? Yes. Dilek discussed the criteria that are used in scheduling and preparing migrations.</td>
</tr>
<tr>
<td></td>
<td>Q: Concerns about communication on this project? The website and TechDays presentation are intended to improve communication for the project.</td>
</tr>
<tr>
<td></td>
<td><strong>New Business</strong> Reporting ReDesign – Duane Arruti, Barbara Pfaff (Presentation attached)</td>
</tr>
<tr>
<td></td>
<td>Duane provided background on the project and focused on tool selection and metrics. The purpose is to make reporting more sustainable at UNM. The 2008 project was reorganized in January 2010. CARG =</td>
</tr>
</tbody>
</table>
College and Academic Reporting Group – Mark Chisholm & Nancy Middlebrook – and Info Architects are part of it. Brian Malone is chair of the Reporting Steering Committee of ERP. Duane offered to come back and present the governance structure for the ERP that is being developed.

Tools: Hyperion, Oracle, ePrint, Banner, SAS and other reporting tools need to be consolidated. The vision is to reduce the number of tools, the cost and to increase usability and ease of use. Barbara talked about her progress in moving toward new products.

Executive metrics include summary financial information with exclusions, drill-down, and trend data on subject like grant revenues, profits, total expenditures etc which will be available to mobile devices as well. This is modeled after Virginia Commonwealth University’s dashboards. Implementation is anticipated for December for financial data. Student information is targeted to be available in December also. This data will be available from Sharepoint with authorization by approval, but the data is not confidential or detailed – only summary-level. It may become public.

**Information Architects – Greg Gomez**

Greg was not available at the time this topic came up. Josh reported that this team is developing the online course schedule in AdAstra with an xml feed. This is anticipated to be used by ASM by merging it with faculty information. Departmental websites can also pull data together from Web CMS. Agents requested a presentation on AdAstra. Gallup is very interested in using it.

**Project Communication for AD – Moira Gerety**

Moira introduced an open conversation about communication, stimulated by concerns about the AD project. The AD project came from a request from the IT Agents. Identity Management and Active Directory are key projects that have been reported to the Agents periodically. She explained that part of the confusion regarding AD stemmed from departments not knowing how to tap into knowledge of the OU administrators post migration. Dennis Crowther has spoken with a couple other AD admins who would also like to see a searchable forum of AD information. Moira suggested keeping official information available but hesitated to offer to host a communication venue/community of interest for OU. Moderating a wiki for a standards-based application doesn’t seem like the best use of Dilek’s time, although many Agents would like to see a different venue or forum than FastInfo. It was suggested that OU Administrators start their own communication. Agents would also like more marketing or high-level information about what AD is and why a department should join up. Dilek said that IT already has a backlog of work and is not selling AD at this point.

**Action Item:** Cyndi Johnson will convene the original ADTC to discuss establishing a Community of Interest on AD and appropriate communication vehicles for the topic.

**Action Item:** Dilek, Dennis and constituencies need to meet and discuss Dennis’s AD issues.

<table>
<thead>
<tr>
<th>Governance Reports</th>
<th>IT Cabinet- <a href="http://cio.unm.edu/cabinet">http://cio.unm.edu/cabinet</a>, IT Managers- no time for this report.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Future Agenda Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Asset Inventory: Controller’s Office</td>
</tr>
<tr>
<td>• Phase 2 NAC - Gary Bauerschmidt</td>
</tr>
<tr>
<td>• Backbone Networking connection in Centennial 10G-</td>
</tr>
<tr>
<td>• IPTV and Digital Signage –</td>
</tr>
<tr>
<td>• ERP Governance – Duane</td>
</tr>
<tr>
<td>• AdAstra – Course Scheduling – Greg Gomez, Laura Olszewski</td>
</tr>
<tr>
<td>• Info Architects – Greg - October</td>
</tr>
</tbody>
</table>

**Next Meeting:** October 13, 2010, 9:30-11:30am SUB Santa Ana Room A&B
Digital Signage Presentation Agenda

- Internal Scan
- External Scan
- Current State
- Analysis
- Financial/Funding
- Recommendations
Digital Signage Internal Scan

- oPinio survey developed by DS group; implemented by Bob Christner
- Survey went to:
  - IT Agents
  - UNM Marketing Task Force

18 Responses to Survey

Question 1: How familiar do you consider yourself to be with digital signage solutions, capabilities and costs?

Question 2: What would you consider to be a successful digital signage implementation?

Question 3: If UNM adopts a digital signage solution which applications would be most useful to your department?

Question 4: Would you like a solution that offers a content management piece for multiple groups with appropriate access?

Question 5: What types of content would you present on your displays? Check all that apply.

Question 6: Do you currently use digital signage?

Question 7: What current digital signage solution are you employing?

Question 8: How happy are you with your current solution?

Question 9: Would you prefer a client-server solution or a hosted solution (e.g. web browser access)?

Question 10: How important is it to have a solution that offers a content management piece for multiple groups?

Question 11: Where are your displays located?

Question 12: What are you currently spending on your current solution?

Question 13: On average, how much staff time is devoted to maintaining your system (hours/week)?

Question 14: On average, how much time is spent (hours/week) on designing signage content (physical or digital)?

Question 15: How much of a priority would digital signage be in your department?

Question 16: If an affordable solution is identified, how soon would you be interested in implementing digital signage?

Question 17: Would you be interested in a presentation on peer institution application of digital signage?

Question 18: Are you interested in the results of this survey?

Question 19: Please provide some contact information including: Name, Email address, Department.
Q2: Successful DS Implementation

IT Agents
- Information about the university is successfully displayed
- Effective use of emergency notifications
- Current affairs and events are promoted
- Webfinding solutions are available to faculty, staff, and students throughout main and branch campuses
- Student, faculty, and staff sharing their accomplishments (dedicated to the university)

Marketing TF
- Other

Q3: Useful DS Applications

IT Agents
- Webfinding/Room schedule information
- Departmental information
- Academic scholarship and achievements
- Program promotions
- Video clips and live video feeds
- Data feeds (e.g. RSS, database systems, etc.)
- Student information
- Announcements
- Event promotion
- Campus news
- Emergency notification

Marketing TF
- Other
Q5: Types of DS Content

Digital Signage External Scan

- Internal Opinio survey modified by DS group for external use; implemented by Bob Christner
- Survey went to:
  - EDUCAUSE Learning Spaces Listserv (Gerety)
  - Law Technology Support Listserv (Johnson)
- Obtained external input
  - Digital Signage Expo (Saiz)
  - NAB Conference (Gale)
  - CIO University of Santa Clara (DS group Skype)
  - Multiple white papers from Digital Signage Association
  - Online digital signage conference
  - Continued vendor inputs (Advanced, Western Technologies/CoolSign, Visix, Visiconn, etc.)
  - Pit Multi–Media Submittal Review
Connection Made to PCD’s Wayfinding and Signage

Current State at UNM

- Forms of signage (static & digital)
  - Digital displays
  - Encased directories
  - Tack boards with flyers
  - Outdoor physical signs & displays
  - Sidewalk chalk
  - Paper/hard-copy maps
  - Kiosks
  - Mobile devices
- Current Digital Signage
  - Departments: ASM, C&J, HSC, Law, SUB, Taos
  - Display Locations: Hallways, Entrances, Rooms
  - Content/Usage: Announcements, Directory Information
  - Vendors (11, distribution of each vendor – 1 to 1)
    - Variety of vendors
    - Home-grown
Current State at Other Institutions

- Current Digital Signage – External Survey Results
  - Display Locations:
  - Content/Usage: Emergency Notification, Announcements
  - Some enterprise installations; some silos
  - Vendors
    - Four Winds Interactive
    - Scala
    - Cisco
    - Home-grown
- Santa Clara University’s digital signage
  - Committee met with SCU CIO, Ron Danielson
  - Cisco
  - Donated…
  - Small installation, but expansion plans

Current Thoughts on Requirements

- DS Successful implementation
  - Educated customer base
  - Well supported on enterprise-level
  - All departments can consider implementing DS
    - Affordable
    - Offered in LoboMart
  - Enterprise–wide technology standard
  - Fresh, updated content
  - Video
  - Location information
  - Safe environment
- Provide visual/video emergency notification to the UNM community and visitors.
Current Thoughts on Requirements

› Convey information about the University
› Provide current affairs and events to the University community
› Provide way-finding solutions for campus locations (main and branch campuses)
› Showcase student, faculty and staff achievements.
› Provide sponsorship opportunities for internal constituents of the University
› Extend support for mobile devices
› Good Visible Locations

Current UNM Display Locations

<table>
<thead>
<tr>
<th>Dept/Bldg</th>
<th>Location</th>
<th>Current Displays</th>
</tr>
</thead>
<tbody>
<tr>
<td>C&amp;J</td>
<td>Hallway</td>
<td>1</td>
</tr>
<tr>
<td>HSLIC</td>
<td>Domenici</td>
<td>4</td>
</tr>
<tr>
<td>ASM East</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>ASM West</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>ASM GSM</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Law</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Anthro</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Bandelier-East</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Castetter Hall</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Clark Hall</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Center for Arts</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Dane Smith</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Economics</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Education-Old</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Education-NEW</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>George Pearl</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Humanities</td>
<td>Per Floor</td>
<td>0</td>
</tr>
<tr>
<td>Marron</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>ME Commons</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Mitchell</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Ortega</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Regener</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Sara Reynolds</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Social Sciences</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Woodward</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Engineering</td>
<td>Centennial</td>
<td>4</td>
</tr>
<tr>
<td>Cont Edu</td>
<td>Exterior</td>
<td>0</td>
</tr>
<tr>
<td>Registrar Classrooms</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Athletics</td>
<td>PIT</td>
<td>156</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dept/Bldg</th>
<th>Location</th>
<th>Current Displays</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUB</td>
<td>Restaurants</td>
<td>0</td>
</tr>
<tr>
<td>SUB Floor1</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>SUB Floor2</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>SUB Lower</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>SUB Exterior</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>UC</td>
<td>Advisement</td>
<td>0</td>
</tr>
<tr>
<td>Cont Edu</td>
<td>Interior</td>
<td>0</td>
</tr>
<tr>
<td>Athletics</td>
<td>Main</td>
<td>0</td>
</tr>
<tr>
<td>Scholes</td>
<td>Presidents Office</td>
<td>1</td>
</tr>
<tr>
<td>Johnson Gym</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Faculty Staff Club</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Business Center</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Museums</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Humanities</td>
<td>Grad Studies</td>
<td>0</td>
</tr>
<tr>
<td>Enroll Mgt.</td>
<td>Main</td>
<td>1</td>
</tr>
<tr>
<td>Taos</td>
<td>TBD</td>
<td>6</td>
</tr>
<tr>
<td>Conference</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Rooms UNM</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Popejoy</td>
<td>Lobby</td>
<td>1</td>
</tr>
</tbody>
</table>

TOTAL DISPLAYS: 196
Excluding Pit: 40
## Proposed Display Locations

<table>
<thead>
<tr>
<th>Dept./Bldg</th>
<th>Location</th>
<th>Planned Displays</th>
<th>Total Displays</th>
</tr>
</thead>
<tbody>
<tr>
<td>C&amp;J Hallway</td>
<td></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HSLIC Domenici</td>
<td></td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>ASM East</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>ASM West</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>ASM CSM</td>
<td></td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Law Entrances</td>
<td></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Anthro Entrances</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Bandelier-East</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Castetter Hall</td>
<td></td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Clark Hall</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Center for Arts</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Dane Smith</td>
<td></td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Economics</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Education-Old</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Education-NEW Hallways</td>
<td></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>George Pearl</td>
<td></td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Humanities Per Floor</td>
<td></td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Marron</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>ME Commons</td>
<td></td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Mitchell</td>
<td></td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Ortega</td>
<td></td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Regener</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Sara Reynolds</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Social Sciences</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Woodward</td>
<td></td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Engineering Centennial</td>
<td></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cont Edu Exterior</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Registrar Classrooms</td>
<td></td>
<td>137</td>
<td>137</td>
</tr>
<tr>
<td>Athletics Cont Edu</td>
<td></td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cont Edu</td>
<td></td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

## Current & Planned Displays

- **Total Current Displays**: 196
- **Total Planned Displays**: 201
- **Overall Total Current & Planned**: 397

- If include UNM Capital Outlay Projects (5 year outlook):
  - Include at least 2 display per project
  - Includes branches
  - 49 remodels/new buildings
  - [http://iss.unm.edu/PCD/docs/5yrplan_FY11_jun2009.pdf](http://iss.unm.edu/PCD/docs/5yrplan_FY11_jun2009.pdf)

- **TOTAL DISPLAYS AFTER 5 YEARS**: 494
Gap Analysis

- Knowledge/understanding of DS at UNM
- No centralized location – no clear “home” for solution
  - Support
  - Departments at different implementation phases
- Funding of an affordable system
- Absence of a standard
- Out-of-date information in many modes
- Lack of dynamic wayfinding
- Lack of immediate emergency notification

Potential Recommendations

- Integration with UNM enterprise applications
- Offer opportunity to consolidate DS silos
- Allow UNM-PD to drive emergency notification on all displays
- Office of CIO develop funding model with UNM-IT CFO
- Explore potential partnerships for revenue generation, e.g. NM Educators, Frontier, Saggios, Pepsi, Starbucks, etc.
- Video/IPTV
Potential Recommendations

- Targeted marketing
  - Athletics
  - Popejoy
  - Continuing Education
  - SUB Theater
- Easy-to-use interface for content authoring
- Leverage existing UNM network infrastructure
- Use existing displays
  - LCD
  - 4:3, 16:9, 16:10

Possible Rollout

- Phases
  - Digital displays
  - Kiosks and wayfinding, Crestron/classroom devices
  - Mobile apps and desktop
  - IPTV/VOD
- Create a LoboMart DS package
  - Display
  - Mount
  - Player/Encoder
- Link authoring component to AD/LDAP
Questions?
AKA: “Realistic Reporting in a Recession”

Agenda

- History of the Project
- Reporting Tool Selection
- Executive Metrics
- Next Steps
Original Problem Statements

- UNM’s reporting environment is not keeping up with demands
- An increasingly complex environment (bandaids)
- Underlying data structures are inadequate for many needs
- Little control of user, query and report quality; weak governance
- Lack of system reliability, responsiveness and agility

Reporting Redesign Session

- Held a four day, facilitated retreat in October 2008
  - Strong representation from colleges
  - Professionally diverse
  - SunGard and DW consultants involved
- Vision / strategy developed
- Problem Statements Developed and Analyzed
Reporting Redesign Session

- Five project teams formed
  - Governance
  - Business Intelligence Center
  - Information Architecture
  - Wiki
  - Data Cleansing
- January 2010 Regroup
  - CARG
  - UNM Information Architects
- Ongoing Progress…

Changes Impacting Our Progress

- Economic Situation
- Loss of Resources
- Environment of Trade-Offs
Information Architecture

Reporting Tool Selection

Barbara Pfaff, Manager of Reporting Apps
Brian Malone, Director of Student Financial Aid
Members of the Reporting Steering Committee

What Are The Requirements?

<table>
<thead>
<tr>
<th>Community</th>
<th>Delivery Method</th>
<th>Reporting Tools</th>
<th>Reporting Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Apps</td>
<td>Web Apps Reports</td>
<td>Hyperion Reports</td>
<td>Other</td>
</tr>
<tr>
<td></td>
<td>SAS Reports</td>
<td>SAS Reports</td>
<td>Enrollment Management</td>
</tr>
<tr>
<td></td>
<td>Oracle Reports</td>
<td>Hyperion APEX</td>
<td>Research Grants</td>
</tr>
<tr>
<td></td>
<td>ePrint Reports</td>
<td>PSP Java</td>
<td>Summary Data/Performance Metrics</td>
</tr>
<tr>
<td></td>
<td>Web Apps</td>
<td>Other .net</td>
<td>FORMATTED DATA/PERFORMANCE METRICS</td>
</tr>
</tbody>
</table>

- Raw Operational Detail Data
- Formatted Focused Detail Data
- Summary Data/Performance Metrics
Review and Select a Standard Set of Tools

- The selected reporting tools requirements
  - Affordable
  - Rapidly upgraded, administered, and monitored
  - Supported
    - Vendor and UNM
  - Provide different levels of access for different types of usage needs via browser distribution (no plug-ins)
  - Easily merge data from other databases
    - Subject to UNM, FERPA, etc. policies
  - Easy access to training
    - Intuitive and short learning curve

Reporting Tool Evaluation

- Hyperion
  - February submitted request for funds to upgrade
  - CIO and Reporting Steering Committee response
- “Due Diligence”
  - Upgrade or change?
  - Need a set of tools that supports UNM’s and New Mexico’s Higher Education reporting vision
  - Tighter budgets and resource constraints drive the need to reduce the number of reporting tools and languages to a common tool set
Reporting Tool Evaluation Activities

- June-July - Developed a Reporting Tool functional and technical questionnaire for Vendors to complete
  - Responses to be used for evaluation and prioritization of tool requirements
- August - Invite Hyperion/Oracle and Sungard Reporting Tool partners (Cognos and Argos/Evisions) to demo tools.
- September - Obtain recommendation from Reporting Steering Committee for next steps
- October - Work with Purchasing to determine appropriate approach for next steps

Build a Sustainable Architecture that Supports Current and Future Data Needs

<table>
<thead>
<tr>
<th>Community</th>
<th>Delivery Method</th>
<th>Reporting Tools</th>
<th>Reporting Data</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Web Apps</td>
<td>Tool A</td>
<td>Other</td>
</tr>
<tr>
<td></td>
<td>Performance Dashboards</td>
<td>Tool B</td>
<td>Enrollment Management</td>
</tr>
<tr>
<td></td>
<td>Hyperion ?</td>
<td>Hyperion ?</td>
<td>Research Grants</td>
</tr>
<tr>
<td></td>
<td>SAS ?</td>
<td>SAS ?</td>
<td>Overview</td>
</tr>
<tr>
<td></td>
<td>Oracle ?</td>
<td>Oracle Reports ?</td>
<td>Enrollment</td>
</tr>
<tr>
<td></td>
<td>ePrint Reports</td>
<td>APEX ?</td>
<td>Management</td>
</tr>
</tbody>
</table>

Summary Data/Performance Metrics

Formatted Focused Detail Data

Raw Operational Detail Data

Banner Real-Time ODS 8.2
Banner Data
Frozen Banner Data

ORD
C Cure
Stu Data Marts
Fin Data Marts
Emp Data Marts

Cure
Famis
Banner
Emp
Business Intelligence Center

Executive Reporting Metrics

Candice Lai, Manager of Special Projects
Mark Chisholm, Director of Institutional Research
Michael Schwantes, Director Finance Systems & Restricted Accounting

Two-Pronged Approach

- Financial Summary Data
- Student Summary Data
**Members/Alternates in Attendance:** Tracy Hart, Rick Olcott, James Hatcher, Sterling Coke, Gene Rooney, Andrea Harvey, George Kelbley, Cyndi Johnson, Sung Hee Lee, Zach Braun, Time Johnson, Elisha Allen, Brian Christian, Bob Christner, Dennis Crowther, John Reindorp, Tom Sanford, Rick Adcock, Irmin Wehmeier, Bill Gilson, Joaquin Cantu, Mike Campbell

**Ex-Officio & Visitors:** Jane McGuire, David McGuire, Chuck Phillips, Ann Swancer, Gary Bauerschmidt, Vanessa Baca, Lucas Gutierrez, Mark Reynolds

**Facilitator:** Ann Swancer

<table>
<thead>
<tr>
<th><strong>TOPIC</strong></th>
<th><strong>DISCUSSION / ACTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minutes</strong></td>
<td>• Available at <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a>. Approved as revised.</td>
</tr>
<tr>
<td><strong>Announcements</strong></td>
<td>• <strong>iTunes Contract with UNM</strong> per Moira, delayed but in progress and expected to be executed soon.</td>
</tr>
<tr>
<td></td>
<td>• <strong>LoboMobile Deployment Feedback</strong> Feedback has been generally positive. Makes us competitive with other universities.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Tannoy speakers</strong> arena demo on Thursday in Mitchell Hall, 12-4</td>
</tr>
<tr>
<td></td>
<td>• <strong>Legislative Forum today</strong>, Brian Colon to appear with other legislators. UNM united behind protecting the university.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Phase II Network Upgrade</strong> switch replacements beginning. IT South, IT North, Zimmerman Library, Centennial, ASM, Business Center, Humanities, Fine Arts, Johnson Center. Tentative dates in place. Formal dates to be announced.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Active Directory</strong> task force per Cindi Johnson. Meeting is scheduled for October 21 to discuss formation of a Community of Interest. Original ADTC committee members are Mike Campbell, John Reindorp, Dilek Inal, Doug Bell, Alex Seazzu, Cyndi Johnson and Jon Tregear. Questions/suggestions concerning a Community of Interest can be sent to any committee member and can be made anonymously. Committee only at this point will attend.</td>
</tr>
<tr>
<td><strong>Major Projects Updates</strong></td>
<td><strong>Information Architects – Greg Gomez</strong> XML Schedule data from Banner being extracted. Summer training in HTML 5 was offered, and will be again next July. IA primary information distribution point for WebCMS selection &amp; implementation. Two co-chairs of IA sit on Web Advisory Committee. Group Charter/By-laws have changed. 98 members on Cascade listserv – contact Greg if you can’t subscribe.</td>
</tr>
<tr>
<td></td>
<td><strong>Lobo Data Mart – Bob Christner</strong> There are two pilot projects: Student Services and Recreation Services. The datamart will be using data from FAMIS to identify rooms and buildings to get appropriate nomenclature. C-Cure going thru enterprising project, which is holding up Lobo Data Mart. There are also problems extracting data from FAMIS in Johnson Gym. Hopefully new version of C-Cure will help with data extraction.</td>
</tr>
<tr>
<td></td>
<td><strong>IT Service Management Toolkit – David McGuire (presentation attached)</strong> A major milestone has been reached: the contract awarded to Cherwell. David related this software to the equivalent of an ERP for IT business functions.</td>
</tr>
<tr>
<td></td>
<td>Q: How soon will it be available to departments and how much? They have just negotiated the cost, we’ll have yet to determine the pricing for departments to use. Implementation in early planning phase.</td>
</tr>
<tr>
<td></td>
<td>Q: Will departmental requirements be incorporated or can departments host a separate instance? There will be a single instance of the database and all users will share high-level categories and processes, but departments will be able to tailor to meet unit-specific needs.</td>
</tr>
<tr>
<td></td>
<td>Q: Importing Peregrine or HEAT data? Probably not. Categories, codes, etc will be different. IT/HSC will keep old databases around for reporting.</td>
</tr>
<tr>
<td></td>
<td>Q: Training for IT Depts? This will be developed after implementation and customized for UNM.</td>
</tr>
<tr>
<td></td>
<td>Q: Replace FastInfo? Not in the first phases.</td>
</tr>
</tbody>
</table>
| | Q: Configuration and Asset management included? Product is capable of doing it but not part of initial phase. Initially will convert functions from HEAT and Peregrine to demise those products, then add functionality.
Student IT Fee. Tim Johnson, Bob Christner. (Charter attached)
Moira has set up a cross-campus representative committee of people who support student facing labs. The group is open to anyone. Contact Mark Harty to join. Twice a month meeting. Recommendations needed for new technology student fee that has $208,000 currently. Hot issues for students are printing and wireless services, especially remotely, and lecture podcasts. Contact Moira or Mark if you have suggestions for use of the fee.

Enterprise Email Messaging Calendar Taskforce - Mike Campbell
Recommendation of a single e-mail system with market leader. Presented to president’s executive council. Moira and Mike are going back to constituents and presenting findings. Groups are endorsing the recommendations and providing positive feedback, except: 1) HSC wants their own ‘project’ 2) Engineering research wants their own email server 3) Math expressed concerns about functionality. If the Exec Cab approves the direction, the committee will advance product selection, probably with an RFP. The product has NOT been selected at this point.
Q: With massive budget cuts, how can UNM take on the expense of this project? Ongoing maintenance would be the same as what we are paying. Implementation would be a one-time cost.

Tier II Support Services – Tracy Hart
The support center merge has advanced to the point that they can begin to address support groups across campus. The approach is that a small group will make recommendations to the IT Agents by December on how to do this, what the expectations are and who would have access. Tracy will ask for participation from the listserv of IT Agents.

IT Managers – Mike Campbell
Mike reported that Carol Thompson is working on the scope of the IT Rapid ReDesign. Service Management Toolkit was discussed. Network planning RFP draft will be done within 30 days, include faculty for input. Ron Margolis talked about hospital’s implementation of VOCERA, voice activated devices for doctors and nurses. Pilot starting in ER over the next couple of months. John Abrams reported on integration of GroupWise directories. Implementation is put off until November 6 due to ongoing work. Managers discussed how communication will share improvements. Gwise users will be able to IM, proxy calendars, consolidate BES into one installation. John Abrams is getting a Banner feed to disable Salud accounts for people who have left UNM.

New Business

Governance Reports
IT Cabinet- http://cio.unm.edu/cabinet.
IT Managers- no time for this report.

Future Agenda Items
• Report on Rapid ReDesign.

Next Meeting: November 10, 2010, 9:30-11:30am SUB Santa Ana Room A&B
Today’s Topics

- Challenges
- Desired Outcomes
- Path to Achieve
- Scope of the RFP
- Implementation
Service Management Challenges

What problem are we trying to solve?
Challenges

- Customers get bounced between campus IT units
- Everyone under pressure to reduce costs, maintain services
- 3 large IT units running legacy ITSM tools (Peregrine, HEAT) whose limits are becoming clear
Desired Outcomes

What do we want Service Management to look like when we’re done?
Desired Outcomes

- UNM IT units collaborate to deploy and use a common Service Management toolkit
- IT units can meet unit-specific needs within a shared framework
- Flexible licensing allows IT units to join as needed
- 3 “project” IT units can replace their legacy tools
- Can deploy other ITIL functions as needed
Path to Achieve Outcomes

Steps to get UNM to the desired results
Path to Achieve the Outcomes

0 **July ‘09**: IT Managers Council chartered a cross-campus research team, which:
   0 Looked at tools on campus
   0 Scanned the ITSM tool market
   0 Developed a draft RFI
0 **Dec ‘09**: Brought in vendors of typical products
0 **Recommended an RFP**
0 **Jan ‘10**: IT Managers approved RFP, appointed team
Path, cont’d

- RFP team (Adcock, Campbell, Galbraith, McGuire, Swancer) used draft RFI as basis for RFP
- **May ‘10**: RFP published
- **Aug ‘10**: Finalist demos on campus
- **Sept ‘10**: Full funding from: UH IT, HSLIC, IT@UNM
- **Oct ‘10**: Contract awarded to:

  **Cherwell Software**
Scope of the RFP

What did we look for?
Scope of the RFP

- Support ITIL principles, processes
- Both SAAS and locally hosted options
- Minimal support effort, tech expertise
- Run on virtual servers, standard databases
Scope, cont’d

<table>
<thead>
<tr>
<th>Functions We Asked About</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Desk (Contact Mgmt)</strong></td>
</tr>
<tr>
<td><strong>Service Catalog</strong></td>
</tr>
<tr>
<td><strong>User Self-service</strong></td>
</tr>
<tr>
<td><strong>Asset/Configuration Mgmt</strong></td>
</tr>
<tr>
<td><strong>Access via mobile devices</strong></td>
</tr>
<tr>
<td><strong>Project Management</strong></td>
</tr>
</tbody>
</table>
Implementation

What’s next?
Implementation

- Just starting to plan
- Project steering reps from all 3 units
- Software, database hosted by UH IT
- System administrators in all 3 units
- Joint funding and support
- 3 IT units to commit project staffing
Implementation, cont’d

- Initial scope under discussion:
  - Incident Management
  - Service Requests
  - Change Management
- Friday 10/15: Kickoff conf call with vendor
Discussion

David McGuire

dmguire@unm.edu

277-0093

David McGuire

Rick Adcock

radcock@salud.unm.edu

272-9821
## STANDING IT MEETING CHARTER

<table>
<thead>
<tr>
<th>Meeting Name</th>
<th>Student Computing Work Group</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Meeting Type</strong></td>
<td>IT Student Computing with campus</td>
</tr>
</tbody>
</table>
| **Team Purpose** | To improve the effectiveness of Student Facing Computing:  
1) Develop, deliver, communicate and support coordinated (core) technology services for UNM students  
2) Realize synergies among IT service providers  
3) Develop and sustain a process for making recommendations for use of the new Student Technology Fee, working with and for students  
4) Develop and sustain a methodology for regular input from students on technology  
5) Maintain current inventory of technology services offered to student, and the costs and budget gaps we may have so that decisions can be data driven |

The group will re-charter each year and create that year’s work plan. The Charter and work plan will be presented to the Provost and CIO for approval. This year we propose that the President and Provost endorse this group as a primary vehicle for execution of his Goal 13.

Form a student-centric task force to explore and address challenges faced by students in 3 key areas:  
1. Course access and availability to ensure n-time track to graduation;  
2. Access to computers;  
3. Printing capabilities.

This group is in direct support of the CIO’s recommendations to the Regents:  
- Coordinated Management of Academic Computing  
- Coordinated service definition and delivery  
- Standards for baseline services and interfaces  
- Regular & consistent communication with students, faculty  
- Appropriate efficiencies, bulk purchasing, etc.

<table>
<thead>
<tr>
<th>Charter Date</th>
<th>Fall Semester, 2010</th>
</tr>
</thead>
</table>
| **Leadership Sponsors** | Gil Gonzales, CIO  
Suzanne Ortega, UNM Provost  
Moira Gerety, Deputy CIO, Acting Director IT Classroom Technologies |
| **Meeting Chair** | Moira Gerety |
| **Facilitator and/or Admin** | Mark Harty |
| **Regular Attendees** | All IT Managers of Student Facing Computing who are committed to a sustained effort accomplish the above purpose are invited and welcomed.  
Current listserv includes:  
[EAalseth@SALUD.UNM.EDU](mailto:EAalseth@SALUD.UNM.EDU) Ed Aalseth  
[RAdcock@SALUD.UNM.EDU](mailto:RAdcock@SALUD.UNM.EDU) Rick Adcock  
[dbell@UNM.EDU](mailto:dbell@UNM.EDU) Doug Bell  
[rchris@UNM.EDU](mailto:rchris@UNM.EDU) Bob Christner  
[ndavis@UNM.EDU](mailto:ndavis@UNM.EDU) Nancy Davis  
[cdye@UNM.EDU](mailto:cdye@UNM.EDU) Charles Dye  
[mtevans@UNM.EDU](mailto:mtevans@UNM.EDU) Michelle Evans  
[jfeldste@UNM.EDU](mailto:jfeldste@UNM.EDU) John Feldstein  
[smithxix@UNM.EDU](mailto:smithxix@UNM.EDU) Smith Frederick |
Technical Advisors to the group include core technologists and managers that can support student facing computing through backend technologies. From IT, the advisors include:

- Lucas Gutierrez (Workstation Management Program)
- Dilek Inal (Windows Enterprises Systems)
- Lou Sullo (Computing Platforms)
- Chuck Phillips (Platforms Systems Management)

### Additional Occasional Attendees

The group will invite additional attendees as needed. The group will need to coordinate closely with:

- ASUNM
- GPSA
- The student body
- The Provost’s Learning Environment’s Committee
- The Student Fee Review Board

### Listserv?

STUDWRKGRP-L

### Regular time & location of meeting

Bi-monthly or as scheduled
Scholes Hall 101.

### Agendas? Where stored

Mailed to listserv, and a SharePoint site will be established for the group.

### Notes? Where stored

On the SharePoint site and as attached to archives of the listserv.

### Protocols?

Propose agenda items to Mark Harty at least one week prior to scheduled meeting

### Meeting Internals If Applicable

Attendance and minutes will be taken (need volunteer until I get my admin position filled) and posted on our site. As needed, the group will vote to continue moving forward.
Use of the IT Student Fee
Recommended by the Student Computing Work Group
October, 2010

$208,000 anticipated in Academic Year 2010-2011:

1) Pharos site license (printing)
2) Smart Access Manager
3) Software Virtualization
4) Student Collaborative Spaces
5) Standard Computing POD Experience
6) Lobo Mobile Expansion
7) Classroom Pod Casting
### Members/Alternates in Attendance:
Mark Harty, James Hatcher, Sterling Coke, Josh Saiz, Andrea Harvey, Robert Nocella, Cyndi Johnson, Doug Bell, Kathleen Garcia, Zach Braun, Tim Johnson, Elisha Allen, Brian Christian, Bob Christner, Mark Garcia, Dennis Crowther, Henry Villegas, John Reindorp, Tom Sanford, Jim Blackshear, Joaquin Cantu, Martin Castillo, Mike Campbell, Mike Burlison

### Ex-Officio & Visitors:
Jane McGuire, Ann Swancer, Gary Bauerschmidt

### Facilitator:
Ann Swancer

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minutes</strong></td>
<td>- Available at <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a>. Approved as revised.</td>
</tr>
<tr>
<td><strong>Announcements</strong></td>
<td>- <strong>iTunes Contract with UNM</strong> per Moira, has been signed. Moira is identifying next steps for deployment.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Grades into Banner</strong>. Elisha NMEL and IT are working on exporting grades from WebCT to Banner. This will go live in Fall Semester. Training is beginning soon in the FADL.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Edge Switch uplift Ph II</strong> has been scheduled, mostly during break.</td>
</tr>
<tr>
<td></td>
<td>- <strong>GroupWise Directory Merge</strong>. Mike announced that this was completed. An issue on duplications caused misdirection of email. Some salud.unm.edu accounts will have to be changed. Some GWIM issues are also being resolved. Some certificate acceptance requests related to back-end upgrades have also come to the surface, probably not related to email. The teams worked well together for minimal downtime.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Virus</strong>. Cyndi reported that a new ferocious virus occurred this morning at 8:30. This has been experienced in different departments as well on tightly secured machines.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Software Request</strong>. Agents requested that IT add security web blocking software for the institution. Ann asked Agents to include this in their thinking for 2011 planning.</td>
</tr>
<tr>
<td><strong>Follow Up Items</strong></td>
<td>- <strong>Pit Technology Tour</strong> – Bill Szaroletta needs to send out revised options to tour the Pit in December. Jane will mail the date out when she hears from Bill.</td>
</tr>
<tr>
<td></td>
<td>- <strong>AD Tech Committee on Community of Interest</strong> – Cyndi Johnson reported on the discussion of the Tech Committee. They felt that the primary issue is communication. They will hold community-wide updates after quarterly meetings to make sure that there is a forum for dialog. These sessions will begin in December. Any group interested in migrating to AD, should refer to the IT website <a href="http://it.unm.edu/ad">http://it.unm.edu/ad</a> and sign up for training on the UNM Enterprise AD.</td>
</tr>
<tr>
<td><strong>Major Projects Updates</strong></td>
<td><strong>Enterprise E-Mail &amp; Calendar</strong> – Mike Campbell</td>
</tr>
<tr>
<td></td>
<td>Mike reported that he and Moira have met with 12 groups since the end of August seeking endorsements. Broad endorsement was achieved along with additional considerations, specific to departmental needs, including concerns about moving toward cloud computing. The Exec Cabinet heard the feedback and endorsed the recommendations. Dr Roth has accepted this recommendation of moving to a single system for UNM. The next step will include an RFP and continue with the collaborative process.</td>
</tr>
<tr>
<td></td>
<td><strong>Tier II It Support Update</strong> – Ann Swancer</td>
</tr>
<tr>
<td></td>
<td>Ann reported that those interested in the discussion are being convened next week. She will report on that meeting at the December 8 Agents’ meeting. Interest has increased as the service management toolkit implementation is advancing. Anyone else interested in attending should contact Tracy Hart.</td>
</tr>
<tr>
<td></td>
<td><strong>ITSM Toolkit</strong> – Ann, Mike</td>
</tr>
<tr>
<td></td>
<td>The training on the toolkit is scheduled for January. A project plan is being developed. The CIO executive sponsors (from IT, UNMH-IT, HSLIC) are exerting pressure for a speedy implementation. The steering committee is keeping the scope narrow for the first phase of implementation and conversion from existing systems. More significant information should be available at the February 2011 meeting.</td>
</tr>
<tr>
<td><strong>New Business</strong></td>
<td><strong>Planning process for calendar 2011</strong></td>
</tr>
<tr>
<td></td>
<td>Ann distributed the draft memo, attached. Please send feedback to Jane on the memo by next Wednesday, November 17. Ann explained how the process would unfold and the importance of Agents working closely with their leadership on priorities.</td>
</tr>
</tbody>
</table>
IT and Budget Cut Impacts – Discussion
Ann asked agents how their services are being impacted by budget constraints. The 5% cut not being across the board could impact staff and services differently. Cutting staff RIFs could be significant and would impact IT services and getting IT people to serve on committees and projects. Bond D not passing will impact repairs as well. IT staff are experiencing higher hurdles on purchases and justifications, which slows down IT project progress. ISS has just consolidated its IT support staff to extend to all of ISS. In Engineering, student positions have been cut and Robert has taken on more responsibilities, like inventory of all tech equipment. Retirement attrition is also causing responsibilities to be distributed to existing staff, including IT, and the positions are not being replaced. Gary noted that enrollment is up, increasing demand and that there are 5K concurrent active wireless connections and 40,000 concurrently active wired connections daily of the 100,000 available. His staff is down almost 50%.

Math Move: Robert Nocella asked if anyone is helping Math move networking equipment to the new building. Gary put that on his radar. No one else volunteered. Engineering is currently on board to help. Law used Mark Mansutto to move their racks and had to pay for it. Ann offered Field Agents to help, but there would be a charge there as well.

Governance Reports
- IT Cabinet- [http://cio.unm.edu/cabinet](http://cio.unm.edu/cabinet), was canceled in November
- IT Managers- This group met October 25. ITSM Toolkit implementation, Network RFP, GroupWise Directory Integration projects were covered. Owen Ellard presented HSLIC Customer Relationship Management project for the Library and IT at HSLIC. The meeting time has been moved up.

Future Agenda Items
- Report on IT Rapid ReDesign.
- Tier II Support
- AV RFP – Tim Johnson
- Managing Video Surveillance (Robert Nocella, ISS John Reindorp) & Police role.
- Security Web blocking software for the University
- C-Cure & LoboCard DataMart – Mark (January)
- IdM - February

Next Meeting: December 8, 2010, 9:30-11:30am SUB Santa Ana Room A&B
**IT Agents**  
**Meeting Notes**  
Wednesday, December 8, 2010

**Members/Alternates in Attendance:** Mark Harty, James Hatcher, Andrea Harvey, Cyndi Johnson, Kathleen Garcia, Sung Hee Lee, Zach Braun, Tim Johnson, Elisha Allen, Brian Christian, Bob Christner, Dennis Crowther, Jenny Wong, John Reindorp, Tom Sanford, Jim Blackshear, Joaquin Cantu, Hector Mieha, Mike Burlison

**Ex-Officio & Visitors:** Jane McGuire, Chuck Phillips, Tony Waldron, Mark Reynolds, Daryl Strong, Dean Bernardone

**Facilitator:** Moira Gerety

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minutes</td>
<td>Available at <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a>. Approved as revised.</td>
</tr>
</tbody>
</table>
| Announcement | **Student Fee Request for IT.** IT has submitted a request for a student fee. IT is anticipating “enterprising” the Pharos server. A print ‘roll over’ of allowing students to carry over their balances to the Spring Semester will be included. Students will be asked to prioritize the spending for the $800,000 requested in a survey.  
**Retirement.** Dennis Crowther announced his retirement effective Dec. 31. His fellow Agents congratulated him on his years of service.  
**Security: Encryption and System Penetration Testing.** Mike Burlison announced the beginning of a pilot security project on encryption. IT security is also assessing server vulnerability. A penetration test is scheduled for early in 2011. |
| Follow Up Items | **Pit Technology Tour** – Tour will be 12/17 at 2:45 p.m. RSVP to Bill if you would like to go on the tour. The tour of the Pit is IT-specific. |
| Major Projects Updates | **Enterprise E-Mail & Calendar – Mike Campbell**  
Mike and Moira made a presentation to Exec. Cabinet after meeting with numerous stakeholders, including HSC, where they asked for their endorsement of the recommendation to consolidate University E-mail infrastructure. Common directory is necessary. Endorsement to move forward has been approved by Acting President Roth and EVP David Harris. A team to select the RFP will be established, and an RFP should be going out in the first part of 2011. Concerns raised from these groups will be addressed in the requirements process:  
1) ECE, CS and Math expressed specific requirements in their use of e-mail, including research capacity and costs.  
2) Two different implementation e-mail projects may come out of this, due to HSC having an established combined system and Main Campus having several different systems.  
3) The cloud environment will be a major part of the discussion and Faculty wish to be part of that conversation. |
|  | **IT Rapid Redesign – Moira Gerety**  
Redesign event to take place mid-January. All that is known at this point is that the hospital will not be in the scope and that cost-containment is a primary executive focus. |
|  | **iTunes Contract Signed – Moira Gerety**  
Contract signed, and Moira asked for volunteers to figure out how to roll it out campus wide. How can this be leveraged to benefit UNM? Two pieces – academic and public facing – must be addressed. Podcasts and videos will be part of iTunes. |
|  | **Managing Video Surveillance – John Reindorp**  
John talked about his experience with NVP IP cameras and DVR (less reliable). Both represent interim solutions to video surveillance, as institutionally there are many issues to be resolved. LoboDen has NVR system to work with IT cameras.  
Mark Reynolds reported on the experience of the Alarms group with these cameras. Mike Carr is working on an initiative in IT to address the policy, standard, roles, C-Cure integration, Public Records inspection and management issues in the anticipation of video surveillance being raised to an institutional level. Liability issues are a potential issue. Video and alarms are part of the security surveillance |
systems, and need to be addressed as part of this management. Ownership and roles/responsibilities must be established for this program.
Action Item: Mike Carr will be asked to update IT Agents on the initiative he is heading up.

**Campus Clocks.** Discussion of clocks was also raised. Moira directed John Reindorp to talk to the Bill Szarolletta about a repeater tower so “atomic clocks” could better pick up the satellite signal.

**Dell Contract Update - Tony Waldron and Ed Ybarra** Presentation attached. Presentation on Dell contract gave an overview on how the cost containment is affecting UNM. Cost containment on a business level is approximately $511,360.00 with current contract. Discussion and questions ranged from purchase process to Dell customer response to hardware maintenance to imaging.
Q: Will the UNM logo etching ever be available again? A: IT is working with UCAM to develop a logo that is official and not so costly for Dell to use.

**Audio Visual Services – Tim Johnson**
Tim and a committee are also working with Purchasing using a similar process for the infrastructure for multi-media. There were 11 responses to the RFP, and a decision will be made after negotiations with 6 chosen vendors. Contract to be in place in January 2011.

<table>
<thead>
<tr>
<th>New Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance Reports</td>
</tr>
<tr>
<td>IT Managers Overview - Moira Gerety</td>
</tr>
<tr>
<td>Moira reported the following discussion at IT Managers:</td>
</tr>
<tr>
<td>• Service management is being implemented at the HSC, Hospital and UNM IT.</td>
</tr>
<tr>
<td>• HSLIC is implementing a CRM system and will be presenting to Agents in 2011.</td>
</tr>
<tr>
<td>• A standard ‘charter’ for projects that touch HSC, Hospital and IT was discussed.</td>
</tr>
<tr>
<td>• A vendor-agnostic planning RFP is being developed for UNM Network design.</td>
</tr>
<tr>
<td>• The salud and UNM integration of GroupWise directories was, overall, very successful – the last details are being ironed out.</td>
</tr>
<tr>
<td>• The second annual CyberInfrastructure Days is being scheduled for April 2011.</td>
</tr>
<tr>
<td>IT Cabinet Update – Moira Gerety</td>
</tr>
</tbody>
</table>
See meeting notes and presentations at [http://cio.unm.edu/cabinet/mins/index.html](http://cio.unm.edu/cabinet/mins/index.html). |

<table>
<thead>
<tr>
<th>Future Agenda Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Duane Arruti – Presentation on time collection - Kronos</td>
</tr>
<tr>
<td>• Mike Carr – Video Surveillance Initiative</td>
</tr>
</tbody>
</table>

**Next Meeting:** January 12, 2011, 10:00-11:30am SUB Santa Ana Room A&B