IT Agents Council
Meeting Agenda for March 11, 2015
SUB Fiesta A/B
9:30-10:50 A.M.


Facilitator: Moira Gerety

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**Announcements**

- **Introductions**
  - Nancy Davis introduced John Tiesi, who will be replacing her at IT Agents and IT-UNM when she retires.

- **Announcements**
  - Nancy Davis announced agenda for IT-UNM next week - Ed Woods will be discussing PCI, Scott Parker will be updating on IM, Neil Sabol to discuss Mollify.
  - The telephones will be down on March 12 beginning at 8 pm, and will probably be down for two hours for switch upgrades.

**Standards in Development**

- **Datacenter Standard** – Update – Jane McGuire
  - The committee has been meeting bi-weekly and has finalized the scope regarding physical spaces and back-up servers. A sub-group is working on tier definitions for the next meeting. The group plans to begin with the most stringent standards first, then work on other tiers. Auditors presented to the group regarding findings.

**Agenda Items**

- **Cloud Services** – Duane Arruti
  - A cloud services taskforce is being created to explore uses of cloud storage for UNM, as well as what is available.
  - The taskforce will be charged with understanding how Cloud Services are being used on campus, and then to play a role in supporting uses, through leveraged buying power, BAA reviews, etc.
  - The taskforce will share with everyone what options are available and also how to differentiate between different service providers and associated costs.

- **O365 Project Update** - Scott Parker
  - Scott presented the most recent information on O365. The next app to roll out will be the Skype for Business (formerly Lync) IM and meeting tool, discussing the advantages of sharing documents, presentations and desktops, from the Cloud. It will be accessible from the web, client and on mobile devices.

- **Banner XE Project** - Paige Briggs
  - Paige presented an update on where IT is in the process of the Banner XE upgrade. They will be working with proof of concept through June 2015.
  - Ellucian will be releasing the HR components entirely before all of student modules. UNM will be working with 3 student modules. Paige showed examples of the new interfaces and enhanced usability.

- **Tech Days** – Moira Gerety
  - Tech Days – June 4-5, 2015: Moira will be issuing a request for proposals. She is also looking for suggestions for content. There was followed by some suggestions.
**Faculty & Student Surveys** – Moira Gerety
- The student survey is in draft mode and will be released soon. The release date had been moved to spring so that the results will be returned in time for the modified budget process in the Fall. The faculty survey will be released in the Fall.

## Standing Agenda

<table>
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| Future Agenda Topics | •                                                                 |

**Next Meeting: April 8, 2015  9:30 AM SUB Fiesta**
IT Agents Council  
Meeting Agenda for April 8, 2015  
SUB Fiesta A/B  
9:30-10:50 A.M.


Facilitator: Moira Gerety

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<td></td>
<td>• Bruce Armstrong – new grant writer in IT</td>
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<td>• Gil Garduno – new business analyst in IT</td>
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<td>• Nicky Myers - (affiliation not captured)</td>
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<td>o Tech Days, June 4-5: Consider submitting suggestions or presentations for Tech Days; Moira would like to have the abstracts on the website by the end of the month.</td>
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<td>o IT UNM – Library presentation on “Computer on a Stick” – a rolling computer w/ touch screen for students to use with collaborations. Also presentations on Office 2016 &amp; Windows 10.</td>
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<td>o Tim – The digital signage contract has been awarded to Industry Weapon. Please contact Tim if you are interested – the more people who buy, the cheaper it is. IT is hoping to get up to 100 departments.</td>
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<td>o David – The student tech survey went out a week ago. 1100 students responded – there are a lot of comments on wifi among other things.</td>
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**Standards in Development**

**Standards**

**Agenda Items**

<table>
<thead>
<tr>
<th>Topics</th>
<th>KSA Review – Gil Gonzales</th>
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<td></td>
<td>o KSA met with the UNM core group yesterday to deliver a first draft of findings and assessment. The document is not being released yet as it will be revised with considerations contributed by the core group. The document makes recommendations based on review of information technology services across campus, independent of management. The high-level summary is that there is advocacy for efficiencies and thoughtful spending in light of financial challenges.</td>
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<td>o There was significant discussion of how the business models &amp; fiscal models might be structured, in terms of who is offering what services, as what cost. Gil emphasized that these are discussions that will have to take place in the next six months, with KSA making a case for definitions of “enterprise,” “departmental,” etc. KSA has reasonable working definitions, but they will have to be refined. The same applies to business models. Across the board, UNM will continue to see budget reductions next year as well. There was also discussion about how governance will be restructured. The governance discussion is now about whether decisions will be made with a large or small group.</td>
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<td>o There was concern that individual departments are also experiencing budget cuts and if they are asked to pay more for centralized services, that technology will suffer.</td>
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<td>o There was a discussion of how grant funds will be addressed, how faculty will respond, and the political, social and budget implications that may play out.</td>
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<td>o There was a discussion of the datacenter standard, security breaches and assigning risk to the group that has resources.</td>
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<td>o There was a question about where the HSC fits into the discussion. Richard Larson is acting CIO and the HSC is looking for a permanent CIO.</td>
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</table>
Gil’s impression is that the President is looking at efficiencies and investing in innovation, but incrementally rather than radically.

- Gil asked how wireless authentication was going.
  - People gave various negative experiences with wireless authentication. Gil asked that people please submit Help.UNM tickets. He also asked that people provide feedback on their Help desk experiences.
  - He informed the group that IT was in discussion about reducing networks to two – lobosec & guest.
  - IT is setting up a series of smaller forums about wireless issue.
  - TJ will be coming to Agents in May with a networking representative.
  - There was some discussion about cloud services. Gil reiterated that IT is initiating a cloud services discovery committee to examine a number of cloud service providers with the intent of finding a provider UNM can sign an agreement with to make available to the campus community.

## Standing Agenda

### Governance Reports

- **IT Cabinet** – [http://cio.unm.edu/cabinet/minutes.html](http://cio.unm.edu/cabinet/minutes.html)
- **IT Mgrs** – [http://cio.unm.edu/managers/minutes.html](http://cio.unm.edu/managers/minutes.html)

### Future Agenda Topics

- Wireless discussion (May)

### Suggestions & Requests

**Next Meeting:** May 15, 2105 9:30 AM SUB Fiesta
IT Agents Council  
Meeting Agenda for August 12, 2015  
SUB Fiesta A/B  
9:30-10:50 A.M.

Facilitator: Moira Gerety

Attendees: Brian Kimura, Andrew Yoder, Sean Smock, Jerry Gonzales, Kathleen Garcia, Naren Tarikere, John Reindorp, Tim Johnson, Irmin Wehmeier, Steve Spence, Alex Roessner, Carlos Herrera, Steve Perry, John Tiesi, David Sanchez, Nancy Davis, Andrea Rodgers, Jerry Gonzales, Bryan Timms, Benjamin Murray

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<td>o Security Days, September 16-17 (Moira) in SUB</td>
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<td>o NMTIE, November 18-20 (Moira) @ Hotel Albuquerque</td>
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<td>o Mobile Device Rates (Andrea Rodgers)</td>
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<td></td>
<td>1. Changes in rates and vendors for UNMH pagers</td>
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<td>2. Rates take effect next fiscal year</td>
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<td>3. Move away from T-Mobile to Verizon</td>
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<td>4. Implement mobile device management to increase security</td>
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<td>5. IT Alerts updated</td>
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Standards in Development

| Standards | None |
1. KSA Update (Moira)
   o Areas of Priority:
     1. Guiding Principles:
        • Support mission and goals
        • Balance needs, costs and control
        • Compliance to laws and regulation
        • Privacy protection
        • Adherence to UNM policies
        • Balance between entity and customer needs
        • Entity-Entity servicing
        • Clear reporting
        • Efficient spending
        • Full disclosure of use of resources
  2. Terminology:
     • it Vs. IT
     • Governance and oversight
     • Risk Management
     • Leverage
     • Service Level
     • Standards
  3. Business Models:
     • Enterprise
     • Incremental - Higher than baseline
     • Supplemental - Non-exclusive
     • Center - Independent units
     • Component - Unique to organization
  4. Funding - Largely based on need
  5. Wireless, Security, and Cloud
     o Funding for wireless: centralize budgeting so older buildings can be dependable wifi.

2. Classroom Support (David Sanchez)
   o Service Level - Who supports which classrooms
   o Classrooms are centrally scheduled
   o Andrea and Tim will have list of contacts for rooms

3. IT Summer Projects/Beginning of Semester (Moira)
   o (Steve Perry) Wireless in various buildings assessed, cabling and funding presented the biggest challenge. Make more use of help tickets.
   o Skype for Business is up and running.

4. Topics/Priorities for this year (Moira)
   o Google Street View, eventually in building
   o Other Priorities:
     • Centrally managed security and c-cure
     • Communication with users

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**Standing Agenda**

**Governance Reports**

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Next Meeting: September 9, 2015  9:30 AM SUB Fiesta
IT Agents Council
Meeting Minutes for September 9, 2015
SUB Fiesta A/B
9:30-10:50 A.M.

Facilitator: Moira Gerety


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<td>o Tech Days</td>
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<td>Data Center Standard Development Process &amp; Approach – Walter Valdez</td>
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<td>• The new datacenter standard draft has been uploaded for review and input. The draft is not a “central IT” draft, but was written by committee. The standard will have impact on units, please review and comment.</td>
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<td>• Nancy Davis commented that everyone worked hard and a subgroup did an excellent job of fine-tuning, adding that it was a very democratic process with lots of input from a volunteer committee. She pointed out that this starts a foundation for things to come for information technologies at UNM.</td>
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<td>• Jane McGuire suggested that proofreading is appreciated too.</td>
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<td>• Brian Pietrewicz pointed out that the standard applies to the facilities portion of securing data and does not address firewalls, etc. He expressed that there will be other standards to follow, drafted in the same process.</td>
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<td>• Once the standard is finalized, IT will socialize that the standard is in place and assess its impact.</td>
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<td>• There was discussion about what standards should be worked on next. Suggestions included computer use for staff and online storage.</td>
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<td>• There was a discussion about online storage and FERPA.</td>
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Strategic Committee – open ended look at enterprise – not Central IT committee

suggestion for a presentation on wireless plan

1: timeline of strat comm? Moira – don’t know. Working on this in the Fall, maybe toward end of Fall framework will be public

Agenda Items
| Topics          | Miscellaneous discussion:  
|                |   • Moira explained that the IT Strategic Advisory Committee that was initiated by the President’s office is looking at enterprise information technologies and is not a central IT committee. |
| Future Agenda Topics | Wireless plan presentation |
IT Agents Council
Meeting Minutes for October 14, 2015
SUB Fiesta A/B
9:30-10:50 A.M.

Attendees: Sign-in sheet was not circulated.
Facilitator: TJ Martinez

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<td>o John Tesi announced that the IT UNM meeting next Wednesday @ 9:00 am will feature a presentation by Steve Perry to discuss the current state of network projects.</td>
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<td>o Andrea Rogers announced that mobile device rates will be changing.</td>
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**Agenda Items**

IT Position Review (Anelisa Simons, UNM Compensation Department)
- Ms. Simons updated the group on the results of the study that has been ongoing for the past two years. A group was assembled to gather input from IT professionals across campus, including IT, the College of Arts & Sciences, Extended Learning, the Cancer Center, HSLIC, and the School of Law, among others.
- The market study for compensation looked at two surveys, gathering salary data from colleges & universities and from the industry. National and regional data were looked at.
- The group recommended that information technology position titles be consolidated from 80 to approximately 28 titles, with broader reach. The intent was to have a netural or positive effect on current titles and positions. There is also the opportunity to keep a working title.
- The HR system will revised with updated for new employees, along with new salary guidelines to reflect the market. The midpoints for some positions have shifted about 6%.
- They are still working on existing employee compensation.
- Existing employees whose job titles will increase their grade level will see increases only if their salary is below the minimum of the new grade level.
- The group is not looking at student positions or compensation.
- Compensation and members of the study group will be providing sessions to share the new system with specific groups, rather than releasing the list of titles, in order to provide explication and reduce misinterpretation. Look for forthcoming information.
- Non-exempt positions will remain non-exempt with the exception of web positions.
- Minimum requirements of some positions have been changed to be more flexible.

**Standing Agenda**
| Governance Reports | Not discussed. |
IT Agents Meeting, October 14, 2015
Video capture

https://www.youtube.com/watch?v=01oOqp2-13M
IT Agents Council  
Meeting Agenda for December 9, 2015  
SUB Fiesta A/B  
9:30-10:50 A.M.

for full recording visit [https://youtu.be/LMZmnL6p0c](https://youtu.be/LMZmnL6p0c)

Attendees: Moira Anthony Ballo, Andrew Yoder, Brian Kimura, Walter Valdez, Sean Smock, Cyndi Johnson, Kathleen Garviz, Grace Faustino, Gregory Gomez, Mark Garcia, Jennie Wong, Naren Tarikere, John Reindorp, Tim Johnson, Brian Pietrewicz, Bruce Armstrong, David Sooter, Jeff Gassaway, Alex Roessner, Kevin Stevenson, Steve Spence, John Tiesi, Nikki Maes, Duane Arruti

Facilitator: Moira Gerety

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### Announcements

- **Introductions**
- **Announcements**
  - There is no IT-UNM this month.
  - Eric Woods is resigning as of Thurs 12/17.
  - Moira gave an update on Standards: The digital signage standard is being re-worked through the ITSAC to define digital signage and the scope of the standard. The datacenter standard is in the queue waiting for ITSAC review. The data encryption standard is currently on hold.

### Standards in Development

- None

### Agenda Items

1. KSA Update, Kevin Stevenson, Strategic Planner, Office of the President
   - Kevin spoke about the information technology governance model, fiscal model, and business model, and how these interact to produce an effective, efficient, appropriately structured and operating IT organization. The KSA focus was on information technology across campus, whether managed by units or central IT.
   - The ITSAC (Information Technology Strategic Advisory Committee) is working on governance and business models first, and will address a fiscal model subsequently.
   - Key changes to the governance model include: the President, Provost, and EVP for Administration now have an active role with executive governance group to manage IT; moving away from standing perpetual committees to agile ad hoc working groups to address discrete issues.
   - Changes to the business model include: defining enterprise, supplemental and other services to reduce duplication; SLAs will operationalize services with accountability.
   - Q&A discussion included accountability, duplication advantages and disadvantages, granular needs in departments, discrepant needs and quality of resources, and current funding models.

2. Data Governance Update, Kevin Stevenson
   - Draft policy is out for comments and will be closed within the next couple of weeks, so please review.
   - Historically, policies and processes associated with infrastructure and applications exist, but content and data itself does not have formalized processes and policies, and this is
what the current data governance work is addressing, including roles and responsibilities, data security, and electronic data in the enterprise systems.

3. Security Program Update, Jeff Gassaway
   - Jeff reviewed the components of the security program with a handout available here: [http://it.unm.edu/security/program/security-framework.html](http://it.unm.edu/security/program/security-framework.html)
   - Jeff reviewed the Vulnerability Management process and lifecycle as performed by UNM IT security.

4. O365 Roadmap Update, Steve Spence
   - Steve reiterated that UNM IT does not send out emails including links asking for passwords, etc. and that these are phishing scams. He updated that there will be changes coming to login pages. Please forward spam emails to spamdrop@unm.edu as an attachment.
   - O365 – There was an announcement sent out regarding the demise of support for GroupWise Messenger. Stop adding users in December, then two months to transition into Skye for Business for messaging needs. Worked with HSC for necessary preservation of service (e.g., nurses, etc.).
   - The next largest item of O365 services will be Sharepoint. We have been testing and looking at migration processes, with proof-of-concept testing for how sites can be migrated.
   - There was also a discussion about active directory and auto-populating email lists at some point.

### Standing Agenda

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<th>Suggestions &amp; Requests</th>
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The full meeting is available here: [https://www.youtube.com/watch?v=LMZmnL16p0c&feature=youtu.be](https://www.youtube.com/watch?v=LMZmnL16p0c&feature=youtu.be)
Business Model
Deciding What Is Enterprise
**Key Terms: Business Model**

*Information technology* may be provided at a number of levels

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<th>Term</th>
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<tr>
<td>Enterprise</td>
<td>Those aspects of <em>information technology</em> that are offered exclusively via a central entity</td>
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<td>Incremental</td>
<td>Those aspects of Enterprise provided to a higher degree than baseline, but still exclusively by a central entity</td>
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<tr>
<td>Supplemental</td>
<td>Those aspects of <em>information technology</em> that are offered via a central entity on a non-exclusive basis</td>
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<td>Center</td>
<td>Those aspects of <em>information technology</em> that are provided by independent units to university components with shared needs</td>
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<tr>
<td>Component</td>
<td>Those aspects of <em>information technology</em> that are provided by colleges, departments or other university components</td>
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<tr>
<td>Distributed</td>
<td>Those aspects of <em>information technology</em> that are provided by individuals, work teams, and other less formal entities</td>
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Initial Recommendations: Enterprise

› Define initial Enterprise information technology areas
  – Define initial areas of focus
  – Set base level of services
    – Define costs for incremental services (fully cost basis)
    – Define bilateral service levels
  – Define transition plan
  – Update/establish standards and policies as necessary
  – Fund
  – Communicate
  – Enforce

› Enterprise information technology is not synonymous with University Funded
  – Base level Enterprise information technology may be University or some other funding
  – Incremental technology is paid by the requestor from other funding sources (e.g., User Fee, Direct)
  – Services provided by a Center (e.g., CARC) may be University Funded in part to provide a base level to all researchers

DRAFT FOR DISCUSSION
Initial Recommendations: Enterprise

Enterprise information technology are those aspects of information technology that are offered exclusively via a central entity

Enterprise information technology should focus on

› Risk management
  – The identification, assessment, and prioritization of potential threats, likelihood of occurrence and magnitude of adverse outcomes to enable coordinated, balanced, and economical application of resources that minimizes, mitigates, and monitors to control the probability and/or impact of unfortunate events

› Enhancing Leverage across the university
  – Those aspects of information technology where aggregation provides economies of scale, enhanced transparency, accountability, risk reduction and/or enhanced control

› Delivery according to agreed upon written service levels
  – The metric by which delivery of information technology is actively measured and monitored and against which performance is openly and transparently communicated, and the basis for establishing accountability
University-Wide Information Technology Governance Model

President

Executive VP for Administration

Chief Information Officer Main Campus

Multiple Committees as needed

IT Executive Committee
President, Provost, EVP for Administration, Chancellor (Strategic Oversight)

Chancellor of Health Sciences

Chief Information Officer Health Sciences Center

Joint IT Operations Committee
(Co-Chaired by both CIOs)

Multiple Committees as needed
UNM Main Campus: Information Technology Governance Model

- Executive Leadership Group (President, Provost, EVP for Administration)
- IT Strategic Advisory Committee
- Users & Stakeholders
- CIO
- UNM IT
- Standards & Policies
- Priorities
- Major Initiatives
- Funding Decisions
- WiFi
- Standards
- Business Model
- Funding Model
- Ad Hoc Advisory Workgroups (examples)