UNM IT Academic Technologies Advisory Board
Minutes: Tuesday, January 24, 2017
Scholes Hall Roberts Room
10:00 am – 11:30 am

Attendees:  Julie Coonrod, Alfred Mathewson, Richard Clement, Kate Krause, Mark Peceny, Kymberly Pinder, Joe Cecchi, Greg Heileman, Monica Orozco, Jerry Dominguez, Leslie Morrison, Jonathan Wheeler, Kevin Comerford, Elisha Allen, Brian Pietrewicz

Facilitator:  Duane Arruti

Support:  Emily Morelli

### Topics

1. **Call to Order**
   - Introductions
   - Acknowledgement of Elisha Allen as Director of Academic Technologies
   - Background was provided regarding the initial TIG recommendations for advisory boards and executive governance. The edict is for the CIO and Deputy CIO to adapt recommendations to UNM’s needs. The goal is to better understand how distributed IT services work at UNM, and look for opportunities to streamline services to better serve UNM. The exercise emphasizes effectiveness first, and efficiency second.

2. **Executive Council Charter**
   - The Executive Council will be the end point for technologies decision-making and direction for the main campus and branches. The chairs of the Administrative, Academic and Research advisory boards will serve as voting members on the Executive Council. Transparency in prioritizing, decisions, and direction is paramount.

3. **Academic Technologies Advisory Charter**
   - The group reviewed the initial charter to identify areas for modification.
   - It was noted that the charter has overlap with the Faculty Senate IT Use Committee. It was agreed that the IT Use Committee functioned in a way that makes it complimentary to the Academic Technologies Advisory Board. Jonathan suggested it would act as a layer of communication between the faculty and the Advisory Boards/Executive Council and noted that a primary priority is involvement for the IT Use Committee in the IT Faculty Survey process. There was a discussion about clarification of the IT Use Committee regarding roles and responsibilities.
   - Decision (consensus): Faculty-at-large members would be omitted from the advisory board membership, but that a standing agenda item would be a report from the IT Use Committee/Jonathan Wheeler.
   - Action (consensus): Student group representation will remain on the board, and representatives will be invited to the February meeting.
   - Action (consensus): Academic Advisory Board members will funnel recommendations from other committees/areas (e.g., the Teaching Enhancement Committee, HSC) to serve of the IT Use Committee (8 current openings).
   - Duane and Jerry will meet to discuss the possibility of a branch campus IT Officer support.
   - The committee will follow Robert’s Rules of Order in compliance with University policy.
• It was clarified that HSC representation on board is due to HSC as a consumer of main campus IT services, and stakeholder. The Effectiveness & Efficiency effort does not incorporate services delivered by the HSC and UNMH.

• Changes to the charter will roll up to the Executive Council for final approval.

4. Timeline

• Accomplishments on the timeline were detailed, including original communications to the campus regarding the TIG recommendations and next steps. Key changes to the central IT organizational chart were reviewed:
  1) Addition of Deputy CIO;
  2) Consolidation of areas by function to direct report to Deputy in order to align technical and operational skillsets;
  3) Quality initiative was added to the PMO office;
  4) Extended Learning IT & IT Classroom Technologies; and
  5) Applications restructure to reflect skillset alignment and functions (separation of operations, support, and development teams). There will be further opportunities to align skillsets within central IT as mergers take place.

• Information Technologies Officers:
  The initial IT Officer group is comprised of existing IT Managers in Colleges/Schools/ Administrative areas who are already managing the delivery of technology services. They now have a solid-line report to IT, and a dotted-line report to the Dean/VP/Dir. of their areas. The goal is to have every area represented by an ITO; there were some exceptions identified in the TIG group. Continued discussions with individual areas will provide additional assessment regarding these areas, their needs, and opportunities in the spectrum of core services IT provides. The goal is to improve service delivery, freeing resources to focus on specialized needs. Common needs may include: file storage, security, back up; and services where UNM can leverage expertise to build cores services and reduce spend overall, while ensuring continuity.
  Phase 1: The initial group of ITOs has been working on initiatives identified as the 3 top needs in their areas:
    1) Help Desk: the College of Fine Arts is participating in a pilot to incorporate them into the Help system, with the goal of incorporating more teams across campus into Help in order to task as one entity; tangentially, IT Customer Support is working on first-contact resolution increases, starting with O365, and continuing with all services;
    2) End-User Operating Environment: ISS is participating in a proof-of-concept initiative, leveraging IT tools to automate management of desktop and device support; ITOs are also working on a standardized procurement process;
    3) Information Security: ITOs are working on a proof-of-concept regarding storage of PII, HIPAA, and FERPA protected information.

  Phase 2 & beyond – The goal is to have ITOs representing every area on main campus and branches. HSC and UNMH are excluded, but have representation on governance in order to have input on shared services.

5. Chair Election

• Consensus that Julie Coonrod will chair the Academic Advisory Board, with administrative support from the Office of the CIO.

6. Strategic Plan

• Distributed 2012 Strategic Plan for reference only.

• IT will be developing a 5-year strategic plan with input from and approval by advisory
boards.

7. Miscellaneous
   • Discussion regarding Help desk ticket resolution improvement.
   • Discussion of Learning Central and “Intersections” training. EOD is the coordination point between Law Room (third-party training module provider) and UNMH (supporting Learning Central).

Next Meeting: February 28, 9:00-10:30am Scholes Hall, Roberts Room