UNM IT Research Technologies Advisory Board
Minutes: Wednesday, January 25, 2017
Scholes Hall Roberts Room
1:00 – 2:30pm

Attendees: Patricia Henning, Richard Larson, Ryan Jacobson, Mark Childs, Mark Emmons, Monica Kowal, Tom Turner, Many Anne Newhall, Christos Christodolou, Patrick Bridges, Barbara McCrady, Arash Mafi, Suzan Reagan, Adelamar Alcantara, Jonathan Wheeler, Grace Faustino, Brian Pietrewicz

Facilitator: Duane Arruti
Support: Emily Morelli

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<th>Topics</th>
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<td><strong>1. Call to Order</strong></td>
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<td>• Introductions</td>
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<td>• Background was provided regarding the initial TIG recommendations for advisory boards and executive governance. The charge is for the CIO and Deputy CIO to adapt recommendations to UNM’s needs, specifically on Main Campus and branches. The goal is to better understand how distributed IT services work at UNM, and look for opportunities to streamline services to better serve UNM with varied approaches depending on needs. The TIG report contains minimal references to research needs, but further discussion determined that a Research Advisory Board would be beneficial to the process. The execution emphasizes effectiveness first, and efficiency second. The distributed costs in the TIG report did not include HSC spend, nor branches specifically, although there is overlap in services to branches, so the distributed cost did include some spend.</td>
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| **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. Research Technologies Advisory Charter** |
| • The group reviewed the initial charter to identify areas for modification. |
| • It was noted that the charter mission and purpose should clarify the balance between identifying common technology and opportunities, and recognizing the limitations of identifying one approach for all areas of campus. Additional language should be added to note that efficiencies cannot come at the expense of innovation. |
| • Roles and responsibilities should indicate with stronger language the responsibility of identifying instances where consolidation will harm or negatively impact research. Infrastructure requirements will be identified by the committee as well. |
| • There was discussion about scope of the committee, with the decision that service delivery/operations per se are not within the focus. The focus is identifying the critical technology needs required to support research at UNM, the methodology to deliver to researchers the IT support they need, and opportunities for efficiencies, while service modification/correction is noted as a significant factor. Overlap of the missions of the |
other advisory boards (specifically the Academic Advisory Board) was noted. Opportunity to leverage the missions of each advisory will come with cross-group sub-committee work. The chair should have the role of voting member on Executive Council and meeting with other advisory chairs to report back to the Research Advisory.

- It was noted that “curricular” or “education” should be used in lieu of “academic” technologies.
- Action: Members to email edits and additional language to elected chair.
- 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 IT Officers are a key component in aligning delivery of services without breaking services. The initial ITO 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. Discussion regarding how ITOs could support researchers – help with initial identification of technological needs and resources in grant pre-submission process to assist in developing a robust proposal.

- Phase 1: The initial group of ITOs has been working on several initiatives they 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 all departments and units represented by an ITO (with some ITOs representing multiple units); 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 and free up resources that could be focused on specialized needs. Common needs may include file storage, security, back up; services where UNM can leverage expertise to build core services and reduce spend overall, while ensuring continuity.

5. Chair Election
• Consensus that Patrick Bridges will chair the Research 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
• Chair for Academic Advisory Board is Julie Coonrod; Chair for Administrative Advisory Board is Carol Parker
• Discussion regarding Help desk ticket response improvement.
• ITAR/Export Controls considerations should be included.
• Duane will be meeting individually with directors of Centers reporting to the OVPR and deans regarding ITOs and E&E.
• Emily will send an email with meeting dates.
• Agenda item request: Reporting on the research board members are engaging in/representing in their areas.
• Agenda item request: Further charter revision.

Next Meeting: February 22, 1-2:30 pm Scholes Hall, Roberts Room