UNM IT Executive Governance Council

Minutes: April 5, 2017

Scholes Hall, Room 101
1:30-2:30 p.m.

Attendees: Chaouki Abdallah, David Harris, Richard Larson, Julie Coonrod, Carol Parker, Patrick Bridges, Duane Arruti, Brian Pietrewicz, Kirsten Martinez

Absent: Craig White

Facilitator: Duane Arruti

Support: Emily Morelli

Topics

1. CIO Update (Duane Arruti)
   a) Management Structure
      • Duane distributed a document, Management Structure (attached), and reviewed the current ITO structure, including new “guest” ITO representatives for the School of Law, College of Education, and Libraries. The School of Architecture & Planning will share an ITO with the College of Fine Arts. Discussions are still taking place with other administrative areas, such as campus police, etc. We have issued a six-month credit for areas with ITOs in order to deliver services while a new funding model is developed. Duane is also working with Purchasing to evaluate Athletics contract for information technologies services to see if it makes sense for UNM IT to provide these services.
      • Ann Swancer, former Associate Director for Customer Support, will serve as ITO for branches for initial assessment of information technologies and needs. UNM IT currently supports Branches with some core services, applications, licensing. UNM IT supports networking for Gallup alone.
      • The position of Associate Director for Campus Outreach and User Experience is currently posted, with a best consideration date of 4/7/17. The hiring committee will be finalized and convene in the near future.
   b) ITO Initiatives (Brian Pietrewicz)
      • ITOs have identified and prioritized 15 pain points and are developing solutions for the first four: workstation management, automation tool; security, FERPA compliant storage; Service Desk, Help system for single point of contact for end users and better metrics; and Data Center colocation – alleviates patch management, security, and disaster recovery issues.
      • The ITOs are working on a document approach to show savings. This will be used to inform the proposed funding model for FY19. A recommendation should be ready by the end of summer.
      • The current focus for FY18 is on staffing, particularly the direct reports to ITOs. The Finance Committee is developing a proposal for a holistic funding model to ensure savings with service guarantees.
      • Chaouki noted that he has received positive feedback about the services IT is able to provide with the ITO model. Duane noted that ITOs report that they are experiencing better service levels as faculty and staff pain points are communicated better and addressed as part of a broader model.

   c) IT Strategic Plan
• IT will be holding a Strategic Planning retreat on April 28 in the SUB. EAB and 
  EOD will be involved in the process, and participants include the chair and 
  members from each advisory board.

d) Wireless
• The UNM IT wireless team is analyzing heat maps to identify low coverage areas 
  and aligning them with congregation points for students. We are using the 
  budgeted $500k allocation to remediate the worst locations.
• Extended Learning IT has a budget of $300k and contributed excess that they had 
  to wireless improvements.
• The team is working with the approach of integrating wireless hotspots within with 
  help systems for a more seamless way to identify problems. We will roll this out in 
  the near future.
• Firewall improvements were completed over break. We are revising our re-
  authentication process – from weekly to every 6 months (when a password change 
  takes place). Our re-authentication process is tied into an agreement with 
  Nusenda regarding advertising and they are on board with a new advertising 
  approach and are currently reviewing our proposal. They also have first right of 
  refusal when we make wireless upgrades, and we are exploring if there are 
  possibilities to leverage this.

2. Advisory Board Chair Updates
a) Administrative Technologies Advisory Board (Carol Parker)
• The advisory board is focusing on two core charges – 1) process to provide input 
  to Governance Council for prioritizing; and 2) process to provide communication 
  back to units about prioritization.
• Currently refining an intake process with UNM IT Apps for use by the board, and 
  developing dashboards at appropriate level for board to review projects.
• The Advisory Board chairs have established a joint monthly meeting to coordinate 
  efforts.

b) Academic Technologies Advisory Board (Julie Coonrod)
• With the goal of student success as the common denominator for participation, the 
  academic advisory board members have heard presentations by IT, Extended 
  Learning, and the Libraries, and have asked to see data regarding the number of 
  students and faculty served by each area. The board is finding areas to collaborate 
  and manage at a higher level – for example, the library has developed an app that 
  shows real-time availability of workstations in labs; this could be combined with 
  IT’s Techfinder map application to show availability across campus. The Board is 
  also looking at areas of duplication.
• They will be working on a timeline for recommendations, targeting the end of 
  summer.
• Richard suggested they also look at the needs and practices of campus pipeline 
  programs.

c) Research Technologies Advisory Board (Patrick Bridges)
• The board has established subcommittee to address 1) revising the Charter to 
  reflect concerns about centralization vs. decentralization of information 
  technologies in research areas; 2) inventory of key research services from 
  researchers’ perspective; and 2) identify key research services from 
  subcommittee’s perspective. Subcommittee inventory & identification efforts will be 
  completed by the end of the summer.
• Next steps will be to understand the true cost of services. A funding model will be 
  particularly challenging on the research side until there is a project database or 
  dashboard of services that can be tracked.
• Patrick noted that Cloud service overlap between CARC/IT/Library could be
examined for efficiency.

d) Funding Committee (Kirsten Martinez)
   • The committee identified top three priority areas: 1) information technologies positions; 2) software licensing; and 3) hardware purchases. The committee made a recommendation to the Budget Leadership Team regarding consolidating hardware purchases to leverage vendor discounts. ITOs have identified positions and are reviewing a comprehensive list of enterprise licensing that has been flagged for duplication. The committee is developing a workstation purchasing process and vetting it with ITOs to identify savings. The ITOs are also working on a workstation recommendation regarding number of devices per employee and refresh.
   • It was noted that it will be important to connect with the other Advisory Boards about workstation purchases.
   • Next steps: the Funding Committee will be working on a FY19 value-derived funding model by 1) reviewing peer institution models; 2) identifying charge back areas for elimination; 3) aligning with advisory boards’ services conversations; and 2) determine how to narrow funding sources down to one or two.
   • It was noted that agreeing upon a common image for workstations would also result in savings.

3. Cellphone Plan (Duane Arruti, Kirsten Martinez)
   • Discontinuing UNM provided smart phones, replacing with two options: 1) cellular reimbursement plan capped at $50; 2) departments can opt to provide a basic phone ($40/mo for voice & text only).
   • Savings: $500k (campus-wide)
   • EVP office is notifying administrative units.
   • There was discussion about implementing reimbursement through payroll.

4. Miscellaneous
   • Frequency of meetings – move to bi-monthly
   • Format of meetings – Advisory Board chairs will provide verbal updates (no need for written reports)

Next Meeting: June 7, 1:30-2:30 pm Scholes Hall, Roberts Room