UNM IT Academic Technologies Advisory Board
Minutes: Tuesday, May 23, 2017
Scholes Hall Roberts Room
9:00 am – 10:00 am

Attendees: Kate Krause, Kevin Comerford, Kymberly Pinder, Chris Kiscaden, Jon Wheeler, Alesia Torres, Brian Pietrewicz, Duane Arruti, Brian Kimura, Tim Johnson, Elisha Allen, Elaine Rising
Chair: Alfred Mathewson (guest chair)
Support: Emily Morelli

Topics

1. Lynda.com
   • In planning for expected budget reductions, IT has examined usage versus cost ($115k) for Lynda.com. Students have the highest usage, with staff following, although usage is low for UNM’s overall population. The top three most used videos are: Excel 2010, Excel 2013, and HTML.
   • IT has explored other options with Lynda, such as licensing for students only, which is the same cost. Kevin Comerford discussed a Library initiative (based on CSU’s arrangement with the public library system) to link UNM student accounts with a public library account in order to have access to online resources, including Lynda.com. IT Security and the Library are exploring how this could be done.
   • We have decided to sign a 6-mo contract option with Lynda in the meantime, and will use this as an opportunity to leverage their training with campus needs to increase utilization.
   • Members of the advisory board discussed their individual usage of Lynda.com as a resource in the classroom, which is fairly minimal.

2. Proposed Attempts to Mitigate Phishing (Jeff Gassaway)
   • Jeff presented recommendations to mitigate phishing attempts on campus, including: 1) modifying the directory to remove email addresses, removing netid from public view, and implementation of an external sender feature; 2) implementing automation for blocking phishing sites with the use of high quality, free, commercial and federally provided feeds of known fishing sites with our upgraded firewalls (the research network would be excluded from this); and 3) improving websites with branding standards and providing secure certificates.
   • He showed the UNM Phish Bowl website—a marketing technique to address phishing by showing the exact look of UNM-targeted phishing emails. The site had around 780 hits last month.
   • IT has partnered with UH & HSC to do phishing tests but haven’t licensed it yet.
   • Further discussion is needed before implementing things like a block for automatic email forwarding because of the potential impacts to the community and departmental email systems.
   • Action: As a byproduct of discussion, it was determined better communication with the research community about the research network is needed (its use and how to get access).
   • Please contact Jeff Gassaway with any thoughts or suggestions regarding phishing mitigation.

3. Funding Committee Update (Kirsten Martinez)
   • The Funding Committee has been looking at recommendations for a new funding model. They have also reviewed IT spend on Campus, including HSC and the Branches and determined computer purchases were among the top spends. The ITOs developed specs and tiers and IT
approached Dell with a volume purchase. Dell responded with a 30% discount off Lobomart pricing: 267 computers were purchased by main campus units (saving ($92k); 320 by the Hospital; and 5 by HSC. The computers have been received (except for Tier 3 laptops) and we are working on inventory and imaging with the ITOs. Ultimately we would like to have a standard four-year refresh cycle, quarterly, coordinated w/ ITOs with the ability to always be able to purchase machines outside of refresh (e.g., with research money, etc.). We are also working on the surplus process. We are looking at the lifecycle of computers and maximizing value through an end-user operating environment initiative with the ITOs. Once we are able to put something in place, UNM will realize substantial savings.

- Kirsten reviewed captured ITO savings thus far including licensing, data center migrations, labor hours saved due to remote tools, and savings realized by attrition. Eventually there will be realized savings from enterprise software purchasing as well (CRMs etc.).
- Julie suggested a presentation of this to Deans’ Council in order to share with those outside of the ITO model.

4. Strategic Plan

- Elaine shared the most recent version of the Mission statement. There was discussion about the phrase “without boundaries” and Duane clarified that it has several meanings by design, referencing geographical, budget, state and political boundaries, and adds an aspirational element to the vision. Measureable outcomes that align with this vision will come with defined strategies and tactics.
- Elaine presented the 7 goals defined by IT Leadership. We borrowed some language from Georgia Tech, whose goals are extremely similar to ours, but will be adapting it for UNM. The next step will be to align strategies and tactics with each goal by the insertion of a MyIT portal dropdown.
- Alex suggested including a matrix that shows the partnerships on campus for each goal. For example, which goals are driven by faculty and students? There will be overlap, but a matrix will show those relationships.

5. Elisha Allen – Blackboard Update

- Elisha introduced Tim Johnson as the new Interim Associate Director for Academic Technologies, focusing on learning environments, specifically classroom a/v and pods.
- Blackboard was on site and met with many unit representatives. We discussed managed hosting for our LMS with a cloud version of faculty and student facing services. Blackboard will be doing development of new features for the cloud first. We will engage with them in analysis of our usage and storage to get a sense of what it would cost to move to the cloud. It may be something we can leverage across the state as well.
- Other discussion with Blackboard included potentially conducting a small pilot on Leeds management and a Section 508 accessibility tool.

Next Meeting: June 27, 9:00-10:30am Scholes Hall, Roberts Room