UNM IT Research Technologies Advisory Board
Minutes: Wednesday, June 28, 2017
Scholes Hall Roberts Room
1:00 – 2:30pm

Attendees: Trish Henning, Mark Emmons, Arash Mafi, Jon Wheeler, Duane Arruti, Brian Pietrewicz, Grace Faustino, Kevin Comerford, Mark Servilla, Alesia Torres, Elaine Rising, Jeff Gassaway
Chair: Patrick Bridges
Support: Emily Morelli

Topics

1. Approve Previous Minutes (May 2017)
   • Approved

2. Governance Council Update
   • June topics at the Governance Council included:
     o A presentation of savings realized by the E&E initiative and the ITO model (almost $900k in one-time funding). Kirsten Martinez will present at the next Research Technologies Advisory Board meeting.
     o Cellphone reimbursements and smart phones. The process has been modified through the Budget Leadership Team – new UNM smartphones will be issued only by exception with senior administrative approval (i.e., the Provost, EVP or President). If an employee requires a UNM-issued cellphone on a go-forward basis, a basic voice/text model will be available at $40/mo. Another option is reimbursement for business use on a personal cellphone (up to $40/mo.). The University will assume a phased approach; current UNM-issued smartphone users may continue use at departmental discretion until the device needs upgrading. http://ua.unm.edu/cell-phone-reimbursement-cr.html
     o CHECs – Council of Higher Education CIOs – The Council met in early June and discussed opportunities for statewide services and current statewide services, such as our management of procurement contracts with Adobe & Microsoft. The State legislature has shown interest in these collaborative opportunities.
     o Library Printing – Through discussion with the Library and ITOs, we identified the need to restructure how printing services are provided across campus. There will be a site visit by a turnkey service provider this week; they manage end-to-end service for $0.06/print page. Several areas across campus will be represented at the presentation.

3. Research Dashboard (10 minutes) – Alesia Torres
   • The intent of a Research Dashboard in MyIT is to track current IT projects for research and to prioritize new requests for support.
   • Alesia presented the current IT intake process and reviewed the current Enterprise Applications oversight structure.
   • She clarified the differences between intake processes for an “incident” and a “service request”: incidents process is clearly defined, but service requests require further alignment within IT groups. Requests are further categorized as “standard” or “non-standard.” Standard requests go straight into fulfillment mode; non-standard requests require further analyses and go to the ERB for prioritization and scheduling, or will be escalated to the advisory boards for review. The Research Dashboard in MyIT integrates data from Help.UNM, which is the data of record for all requests and incidents, and status information from Microsoft Project in order to provide Dashboard views across all projects UNM IT is handling for various groups at various levels.
Alesia showed the GradApps project on the Academic Advisory Board Dashboard as an example, with tabs for Details, Analysis Documents, and Process.

- Patrick asked the group to discuss what requests the Research Advisory Board should review and at what frequency. The challenge is balancing autonomy of researchers and grants, with reviewing items such as large purchases ($500k) to see if there can be efficiencies between researchers. The review process requires consolidation and aggregation, but also agility.
  - Grace suggested that if the group begins to build the dashboard with projects, it will reveal needs (storage, compliance, etc.)
  - There was discussion about the possibility acquiring this information through grants management or purchasing without requiring a new intake process/adding steps for researcher requests through IT.
  - How will the Advisory Board decide what to request for review? How does the board capture requests before the procurement process is completed? Alesia noted Kirsten is working with Purchasing to flag requests in the procurement process and have that information feed into MyIT. IT is trying to find agility in current processes. She also noted that the Administrative & Academic Advisory boards have set criteria to review larger projects (requiring > 1000 hours/ funding and resource commitment) and projects that may impact one or more other critical projects.
  - Duane noted that from the administrative perspective, when a technical initiative is significant and has potential overlap, impact, or benefit for the larger UNM committee, IT wants campus to be aware.
  - It was noted that this process may allow early awareness and input on projects having unforeseen negative impacts for researchers; that business intelligence helps to assess or estimate how research IT capabilities on campus are making researchers more competitive and provide opportunities to leverage what already exists.
  - It was noted that the committee should look also at Unrestricted Accounting purchases, not just purchases made with grant funding. Duane noted that the Funding Committee is working across all sources to look holistically at spending.
- Action: Alesia will take this input and work with Grace to determine next steps.

4. Strategic Planning Update – Elaine Rising

- **Action:** Elaine will email out the latest draft. We will also be updating it on cio.unm.edu as development continues.
- Mission/Vision/Guiding Principles are 90% completed.
- Elaine reviewed the Vision Statement for feedback:
  - Mark commented that the insertion of “to enable success without boundaries” between “strategic partner” and with whom IT partners (“the community”) is confusing.
  - Duane noted that “without boundaries” is IT’s aspiration to not erect roadblocks and barriers, but thoughtfully use resources to extend beyond boundaries that have traditionally existed; and also that the work of IT reaches across the state and across the world. “Without boundaries” is meant to be aspirational for IT to stop thinking about what it can’t do and start thinking about what it can do.
- Elaine presented the 7 Strategic Goals. She noted that strategies and tactics will be rolled up from MyIT data. Individual projects identified on roadmaps will map to goals, with overlap. IT Leadership did identify “Enabling Research” as a key goal, but has not identified directly projects supporting research.

5. Disaster Recovery Plan – Elaine Rising

- Elaine informed the group she is working on an Internal Audit finding requiring IT to create, test, implement & maintain a disaster plan. IT will integrate the IT plan into the overall UNM plan.
- Elaine is collecting data from units. She needs the estimated cost of downtime per day from
business function and data loss perspectives from research centers.

• **Action:** Elaine will be contacting centers for brief meetings.

6. **Tech Days – Elaine Rising**

• Elaine asked for input on Tech Days presentations or additional offerings for researchers. Input included an event to showcase campus research projects, lightening talks, and a series with featured lectures, rather than one event.

7. **Phishing Mitigation -- 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 implementing 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 phishing sites with our upgraded firewalls (the research network would be excluded from this); and 3) improving websites with branding standards and secure certificates.

• He presented https://ispo.unm.edu/phish-bowl/ – 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 on phishing tests but haven’t licensed it yet.

• Further discussion is needed before implementing other tools 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 (use and access).

• Please contact Jeff Gassaway with any thoughts or suggestions regarding phishing mitigation.

8. **Research Services Inventory -- Mark Emmons**

• As the next step for the inventory process, Mark, Grace & Patrick are proposing to complete a series of focus groups with researchers and ITOs rather than deploying surveys. Mark would like to discuss the process and access at the next Advisory Board meeting.

9. **Research Services Needs Update -- Jon Wheeler**

• Jon asked whether an external scan was necessary as a next step to identifying needs, or whether it made sense for his group to merge with the Inventory subgroup to assist with the focus groups. The group agreed merging subcommittees is the best next step.

10. **Lynda.com – Duane Arrutti**

• Because of budget cuts, we have looked at cost ($115k/year) and usage of Lynda.com (training 3k hits/year) and are renewing UNM’s contract for 6 months to work on increasing usage, leverage it for training we are already paying for elsewhere, and/or the possible transition of connecting student library accounts to the public library system, which provides access to Lynda.com.

11. **Miscellaneous**

• Patrick requested a volunteer to chair the 7/26 meeting. Please contact him if you are interested.

**Next Meeting:** June 28, 2017 1:00-2:30pm Scholes Hall, Roberts Room