UNM IT Academic Technologies Advisory Board
Minutes: Tuesday, July 25, 2017
Scholes Hall Roberts Room
9:00 am – 10:00 am

Attendees: Alesia Torres, Brian Pietrewicz, Duane Arruti, Jonathan Wheeler, Alfred Mathewson, Tim Castillo, Kymberly Pinder
Chair: Julie Coonrod
Support: Elsie Whittle

Topics

1. Approval of Previous Minutes (6/27/17)
   • Approved

2. Strategic Plan Update (Duane)
   • Duane reviewed the current draft of the IT Strategic Plan (IT Strategic Plan), including the vision, mission, and high-level goals. The expectation is to have the plan completed by the end of summer.
   • The guiding principles are in the process of being edited; they will result in quantitative, measureable outcomes. They will be incorporated into the document.
   • Julie noted that the IT core values and guiding principles are applicable to every service group on campus and transcend IT. There was a discussion on empathy, trust, collaboration, and culture building as possible additions to the core values.
   • The goals and initiatives may change over time or become more specific. Duane invited the committee to comment and provide feedback on aligning IT goals with academic and research needs.
   • Duane reviewed a graphic illustration combining the mission, guiding principles and goals. Priorities will be established as time progresses and allows measures for initiatives, to see how IT is meeting needs.
   • Q: How much time will be spent to update this document?
     A: Data collected from Help.unm will tie into diagram and allow dynamic tags that will show programs, dates, tasks. The plan will be not be a static pdf, but a dynamic information point.
   • Julie noted that the #3 UNM service mission is different than IT simplifying service delivery to the UNM community. Julie commented that she read it as a recruitment goal that should cover faculty; Duane sees it as measuring IT staffing. Julie commented that she sees it as end-users (faculty and non-IT staff) in the UNM community. Duane noted that he will consider expansion of the definition.
   • Duane reviewed the alignment with UNM 2020 in a document matching institutional goals with IT goals.
   • Julie suggested it is important to get the strategic plan nailed down before the new president comes.

3. E & E Updates (Duane/Brian)
   • Duane: Savings matrix work shared during the last meeting is continuing. The workstation consolidated purchasing is a popular program. There are some procedure issues, such as inventory, that are being worked out. IT will share the ITO initiative at the next meeting. Elisha and Greg will meet with Julie regarding faculty service metrics.
   • Brian updated that the ITO group is still working with CARCI and researchers to virtualize
infrastructure and connect ITOs to CARCI to assist researchers. The ITOs are continuing to work with IT onboarding into the service desk tool, with a plan to centralize help in MyIT portal.

- Alesia advised that the search functionality for MyIT has been updated. Brian noted that feedback from ITOs led to some re-design of the dashboard.
- Duane noted that the College of Fine Arts instituted a simple web form.
- Brian noted that wireless map to be released soon for 5000 to 6000 wireless access points on campus, down to the floor and room number detail. MyIT will have a work mapping.
- Tim expressed he was more interested in mapping major efforts. Duane suggested TechFinder for labs and other resources. It was noted departments may be interested in physical hardware, project work.Duane stated that Libraries expanded on TechFinder; perhaps that might be a visualization model. Julie noted a technology/project map would help newcomers and help everyone find resources.
- Alesia noted visualization may be added to the next iteration; a more advanced version of TechFinder is in discussion.
- Duane noted that the Research Advisory Board is working a tech inventory.

4. **Intake Dashboard (Alesia Torres). Please see Addendum 1**
   - Alesia demonstrated the intake dashboard, which is meant to standardize intake data, expectations, and tools. Dashboard will summarize and report data useful to university oversight.
   - Alesia reviewed intake tracking and how it integrates with the dashboard.
   - There was a discussion about a specific example of a service request and how it could have been handled differently.
   - Brian added that many service requests backlog requires funding and should be tagged differently. Julie added that ITOs might be able to solve the problem of departments/faculty not involving IT, as liaisons with UNM departments.
   - Duane noted that having a network of ITOs will allow a more immediate response to department needs. IT is working on process change internally as well.
   - Alesia proposed a quarterly review with the Advisory Board. More data will show trends and priorities.

5. **Counsel of University Presidents Presentation (CUP) (Duane)**
   - The Legislative Finance Committee is looking at efficiencies statewide in multiple institutions. CIOs were asked to present to CUP, Secretary Damron and the State Secretary of Education. Duane shared successes, such as Microsoft and Adobe licensing agreements, which drove down costs for participating state institutions. For example, Microsoft charge $250/seat; volume renegotiating drove it down to $47/seat; Adobe Acrobat was $150/seat, negotiation down to $8/see. Other examples of expanded efficiencies include Networking (ABQG – reduce price of network connectivity and raising speeds across the state).
   - CNM is considering looking for a new ERP system. Banner was a 6 to 8 year implementation; project overhead included staff and equipment resources and involved many business process changes and training. Running two systems in tandem would be expensive and inefficient.
   - Julie suggested UNM should be advocating for Banner delivery improvements.
   - There was concern about staff morale if a new ERP system was implemented.
   - CIOs will put together a position paper of pros and cons.

6. **Lynda.com Update (Duane)**
   - Staff Council approved discontinuation of Lynda.com, although a small group of faculty does utilize it. UNM IT was able to negotiate a 6-month, pro-rated agreement to give some leeway on the final decision. Public libraries provide access to Lynda.com, so this would be an alternative
source. The current University cost is $114k/year; utilization is around 3k.

7. Suggested Future Agenda Items:
   - Marketplace needs/ online selling
   - Data in Banner and faculty workload; how to make it a priority.
   - Using Blackboard more efficiently.

Next Meeting: August 22, 9:00-10:30am Scholes Hall, Roberts Room
Addendum 1

Please confirm the items below are accurate per our discussion (they include the items that I captured as “Agreed” during the discussion; I will need formal agreement/approval).

1. Project Information and Visibility
   a. Prioritization - Initial prioritization: queue up projects for next fiscal year; planning for the year. (Need Agreement)
      i. What: Non-Standard requests requiring analysis and resource estimations; New work (enhancements, new systems, etc..)
      ii. When: October/November
      iii. Who: First Pass ERP Leadership; Final Review and Approval Administrative Advisory Board
      iv. How: MyIT Dashboard and Scorecard (Note: as we evolve the process we will be bring more robust demand and resource planning solutions to conduct this work)

   b. Escalations (Need Agreement)
      i. What: Requests resulting in: Significant Impact to Resources (Funding, FTE, Impact to other projects, etc..), Cross Functional Business Impact, Escalation needed, Duplicate System, Unsupported Technology, or New System/Service
      ii. When: These will be reviewed monthly; if there is a question or impact to other projects/resources, priorities will be reviewed and adjusted
      iii. Administrative Advisory Board Review, Approve/Deny (IT will facilitate)
      iv. How: MyIT Escalation Dashboard

   c. Health (Need Agreement)
      i. What: how the project/request is progressing (meeting budget, timeline, risks, etc...)
      ii. When: Quarterly or when an Emergency arises
      iii. Who: Administrative Advisory Board Review (IT will facilitate)
      iv. How: MyIT Dashboard

2. Break/Fix Issues (Incidents) (Need Agreement)
   a. When: Will share Quarterly and evolve the information as needed to meet the needs of the Advisory Board
   b. Who: Administrative Advisory Board Review (IT will facilitate)
   c. How: MyIT Dashboard

3. Standard Service Needs (Service Requests) (Need Agreement)
   a. When: Will share Quarterly and evolve the information as needed to meet the needs of the Advisory Board
   b. Who: Administrative Advisory Board Review (IT will facilitate)
   c. How: MyIT Dashboard