UNM IT Research Technologies Advisory Board
Minutes: Wednesday, July 26, 2017
Scholes Hall Roberts Room
1:00 – 2:30pm

Attendees: Trish Henning, Ryan Jacobson, Chris Lippitt, Mary Anne Newhall, Jon Wheeler, Duane Arruti, Brian Pietrewicz, Grace Faustino, Mark Servilla
Chair: Barbara McCrady (Acting)
Support: Kimberly Wasetta

1. **Approve Previous Minutes** (June 2017).
   - Approved (pending edits).

2. **Survey Status**
   - The subgroup met and is formulating focus groups and a timeline for execution. Participants will include researchers familiar with equipment and technology. The ITOs will assist in identifying participants. Additionally, Grace asked for participant recommendations.
   - There will be multiple focus groups for larger colleges (e.g., Arts & Sciences and Engineering).
   - Jon and Grace will facilitate the focus groups, including note-taking and perhaps recording sessions. Key facilitation roles will need to be further defined.
   - Research Centers have been divided into two focus groups, from a data perspective.
   - Mark Emmons has experience with facilitation and will provide guidance on collecting information.
   - Questions from the survey will be used as guides at the focus group sessions. It was noted that the survey could assist in identifying a need for a research support model.
   - It was noted that a structure should be established in accordance with Focus Group guidelines to keep sessions on track.
   - **Action:** Grace Faustino will send Kimberly Waseta the survey and preliminary group structure for distribution.
   - Survey: [https://esurvey.unm.edu/opinio/s?s=74817](https://esurvey.unm.edu/opinio/s?s=74817)

3. **Strategic Planning Update** – Duane Arruti
   - Elaine Rising is the primary contact for the development of the 2018-2020 IT Strategic Plan. The draft document is located online and is open for feedback at all times.
   - Duane presented the background, mission and vision, core values (qualitative metrics), guiding principles (quantitative metrics), and goals.
   - Barbara McCrady suggested providing a downloadable version with a section for gathering comments.
   - Board questions and input included:
     1) Clarification that while the Vision includes mention of the education, research and service missions of UNM in alignment with UNM’s 2020 plan, demonstration of the alignment is detailed in the Goals section;
     2) “Responsiveness” is incorporated into another core value but originally was its own defined core value; Duane agreed that Responsiveness belongs in Core Values as well as in other sections (it is included in the Guiding Principles section);
     3) Competency/Effectiveness/Knowledge are not addressed currently in the Core Values; Duane clarified that they are addressed in the Goals section;
     4) Assessment is not addressed – it could be clarified that the Boards are linked to the assessment of success; Duane suggested that this be addressed in the introductory section and noted that
how IT establishes and communicates Key Performance Indicators and their relation to the Boards should be explained in detail;
5) The writing is turgid, and difficult to follow coherently; consider using a professional writer to edit; Duane noted Emily Morelli would be editing the document;
6) Eliminate abbreviations for non-IT readers;
7) Requested clarification that “Accessibility” refers to ease of access and also serving impaired community members; Duane confirmed;
8) Duane clarified that guiding principles are included as measures of accountability for IT staff in meeting strategic direction; it was noted that guiding principles are clearly useful, but that core values are less useful, having more socialization value than measurability.
   o There was an extended discussion regarding the use of core values: IT could define and measure overall behaviors consistent with each value, but this would take some work. Core values are useful for the purpose of establishing behaviors and socializing internally, to boards, and to customers, to show a roadmap for improved qualitative experiences. Communicating helps accountability and fosters culture change. Duane agreed and reiterated the strategic plan will be a living, breathing document, revisited periodically. It was suggested that it would be helpful for IT to look at the body of literature defining and establishing measures for these qualities. It was also suggested that management training regarding how to use core value breaches as teaching opportunities would foster overall culture change. It was noted that collecting data on core values would inform the creation of training or additional performance evaluations beyond UNM HR’s standard evaluation.
   o There was discussion regarding the use of a customer satisfaction survey. IT currently has a survey with a 3% response rate. Currently, IT Customer Support is using and evaluating use of the survey and metrics.
• Duane and Brian reviewed the 7 IT Goals, which were modeled on Georgia Tech’s IT goals.
• Strategies, programs, projects and objectives will be imported from our Help.UNM system to create the dynamic portion of the plan, allowing leadership to make adjustments to the plan in real time to ensure alignment.
• Research Goal – the Board will have more input when they see more detail with the addition of projects, strategies, and tactics. Projects that involve researchers (e.g., CARC collaboration) are minimal, but the Board has the opportunity to drive priorities and flesh out useful projects related to research. Duane noted that strategies will be incorporated into the next iteration of the plan.
• Duane presented a grid that will show the alignment of IT goals with UNM’s goals. There will be overlap.
• Barbara McCrady communicated comments from two members who were unable to attend: 1) “A fluffy and wordy mission”; and 2) “Core Values appeared to be cut/pasted, hard to read, did not see specific strategies.” There was a suggestion to view plans from peer institutions.
• Action: Kimberly Waseta will distribute the plan to the board.
• Action: Emily Morelli will edit the plan for flow.

Miscellaneous
• Action: Duane Arruti will check into inventory tags for Trish Henning.

Next Meeting: August 23, 2017 1:00-2:30pm Scholes Hall, Roberts Room