UNM IT Academic Technologies Advisory Board  
Minutes: Tuesday, November 28, 2017  
_Scholes Hall Roberts Room_  
9:00 am – 10:30 am

Attendees: Alex Seaz, Alfred Mathewson, Kevin Comerford, Kate Krause, Mark Peceny, Mary Anne Newhall, Jon Wheeler, Brian Pietrewicz, Duane Arruti, Elisha Allen, Debby Knots  
Chair: Julie Coonrod  
Support: Emily Morelli

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| 1. Approval of Previous Minutes (October 2017)  
  • Approved  
| 2. ITO Presentation (Greg Gaillard, Brian Kimura, Anthony Ballo, Ann Swancer)  
  • Ann Swancer, IT Officer, introduced the presentation, noting that Dean Coonrod initially requested specific information about ITO areas during an Academic Technologies presentation earlier in the year, and that a series of presentations would begin with Enrollment Management and the College of Fine Arts if the Board finds them useful.  
  • Anthony Ballo, ITO Officer, presented information regarding Enrollment Management, which encompasses Admissions, Financial Aid & the Office of the Registrar, including support for three data stewards.  
  • CIO Arruti clarified that data stewards are part of the data governance policy structure, which may be viewed at [data.unm.edu](http://data.unm.edu).  
  • Basic information about the Enrollment Management ITO included: has an IT staffing model of 2 FTEs (Anthony & Analyst position, which is currently vacant) supporting 150 staff, including full-time, part-time and students; supports the enrollment management communications center; supports 300 computers total/23 servers in data center, physical and virtual; provides system support for GEO, uses ATLAS/International Student Support System; hosts and provides secure FERPA compliant services for internal and external divisions, including athletics compliance team; utilizes an in-person and remote-tool support model; and has a budget of approximately $150k for equipment & miscellaneous technologies support, that is funded thru I&G, based on student headcount, not FTE. Mr. Ballo noted that the cost for a document management system is split between the three core offices evenly, and is utilized for free by another 200 users in 90 departments on campus. Through the E&E effort, Enrollment Management migrated to the Central IT Help.UNM system in June.  
  • Dean Coonrod inquired about the enrollment data interface with report writing. Mr. Ballo replied that Enrollment Management has a reporting and student security team that provides support for report writing and FERPA compliance, including storage in Office 365/ OneDrive use.  
  • Mr. Ballo was asked about the status of a one-person shop and what cannot be done because of the vacancy in his office. He replied that he does have extensive network monitoring in place to assist, but long-term projects and upgrades are approximately 6 months behind schedule. CIO Arruti noted that replacing the network analyst is key as Mr. Ballo’s ITO role expands, in particular with the Student Life team, as there is alignment in activities between these areas. Mr. Gaillard noted that funding is a front-end discussion, with the possibility of leveraging resources from both areas, with a portion of Anthony’s time covered by student life resulting in freed funding for the analyst position.  
  • Mr. Ballo was asked to elaborate on the interface between Enrollment Management, Office of Institutional Analytics, and IDI. It was indicated that Ann Swancer is working on a presentation regarding those alignments and that it will be a significant discussion for another meeting. Mr. Ballo noted that OIA and IDI are now part of Enrollment Management, but that support and assets have not transferred. OIA primarily conducts analysis and IDI provides technical support, innovation and development, including a new advising app they created and support. They operate independently of Mr. Ballo. CIO Arruti pointed out that in the E&E Charge, reporting was targeted to remain separate from the technical integration effort. Dean Coonrod reiterated that a charge for the board is to develop ease of data access for data driven decisions. CIO Arruti noted that Alesia Torres will continue to share planning progress across data teams to create an enterprise data warehouse. |
• Brian Kimura, ITO, presented information regarding the College of Fine Arts, which encompasses four main departments – Music, Theater & Dance, Art and Cinematic Arts. Within departments, there are many programs, such as the Arts Lab, Arts Leadership & Business, IDFM, etc., across three locations, Main Campus, downtown Albuquerque and the Mesa del Sol development.

• Basic information about the CoFA ITO included: supports approximately 1000 computers and mobile devices (roughly 600 macs/200 windows/67 devices), a virtual server, a render farm (graphic design/animation/film) for distributed processing; supports classroom tech with 28 rooms acting as labs and 16 classrooms that house computer/presentation equipment; normally takes 3 FTE, currently running at 2 FTE supporting 107 full- time and 140 part-time faculty, 51 part- and full-time staff, and 200 student employees; operates an in-person support model although there are thirteen locations (no remote tools); has migrated to Help.UNM system.

• Mr. Kimura is currently working with the ITO group on automated tools for remote management of Macs, which has a unique expense unlike Windows machines; next project will be to develop a Tamarind Institute ecommerce solution, which may be useful for other departments.

• Mr. Kimura also developed with Human Resources, Faculty Contracts, and the Information Security and Privacy Office a standard and policy for encryption.

• Mr. Kimura noted it is difficult to track student counts at any given time because of enrollment status. CIO Arruti indicated that Kirsten Martinez, Chair of the IT Funding Committee, is currently compiling student counts, broken down by College.

• CoFA IT purchases are routed through the departments and approved by the Dean. Purchases are filtered through IT, but individual departments retain the funds to make the purchases.

• Mr. Gaillard reiterated that the ITO group is working on best practices for organizing common core tools across campus.

• Mr. Ballo pointed out that the development of foundational solutions originating in central IT assists ITOs in maintaining service in areas. He noted that past investments are paying off as ITOs align efforts, standard technologies, and a common way of management of tools. CIO Arruti stated that the ITOS bring expertise in applying tools to varying environments and collaborative discussion helps determine the best tools to test before implementing.

• Dean Newhall noted that Brian’s investment of time in the development process makes CoFA leaner and will show dividends eventually.

• There was discussion about a position that CoFA has had approved for hire. CIO Arruti stated that the budget for Mr. Kimura has been transferred to IT, but that direct reports are still budgeted through CoFA. Dean Pinder will fill the new position internally before moving Mr. Kimura’s direct reports to IT. CoFA’s current investments in security and work on automation will allow Mr. Kimura to work on differentiated roles. CIO Arruti noted that historically, it would have been individuals investing much more time rather than a collaborative, shared-knowledge discussion.

• Dean Krause inquired about the long-term outcome for smaller colleges. Ann Swancer, who acts at ITO for University College, stated there is a long-term plan, as IT continues to gather data about which areas have or lack support, and continue to develop a new funding model.

3. Prioritization/escalation/intake (continued)

• Elisha Allen, Director of Academic Technologies, presented a draft of the revised scorecard for consideration by the Board. Discussion included categories of questions, questions, and weighting.

  • Action: Elisha Allen, Julie Coonrod and Tuan Bui will review and incorporate revisions and bring back to the Advisory Board for further discussion and review.

4. Funding Model Introduction (kirsten martinez)

• The IT Funding Committee, with representatives from various areas across campus, has met since January 2017 with the goal of developing a sustainable funding model for IT services at UNM.

• Kirsten Martinez, IT Director of Finance and Business Operations, presented a summary of activities of the Funding Committee and their recommendation for a funding model based on headcount. Committee activities have included review of campus IT spend and analysis of cost for IT services, software licensing across campus, and FY18 budget development addressing the ITO model, examination of existing student fees for technology, allocation of costs for IT services to users (Main, HSC, Branches and Students) and identifying opportunities to simplify the current model.
• The Funding Committee recommends converting the existing funding to an allocation model, with students paying one basic technology fee, eliminating the chargeback for enterprise core services, eliminating the Banner tax, and adding in a centrally funded refresh for faculty and staff workstations (based on one device per person, but not precluding multiple devices with other funding and not including HSC in figures). They recommended continuation of the chargeback model for identified premium services.
• Next steps and considerations are to review cost allocation by department and college and flag anomalies, define services for inclusion in the model, evaluate rates for continued chargebacks, develop an implementation plan, and review the realities associated with student fees.

5. The Data Center Standard was developed a couple of years ago through a cross-campus collaboration to identify tiers of data center security and levels of access in order to develop this standard. CIO Arruti noted that next steps will be to develop an implementation plan and timeline, with the expectation that implementation will be phased.

Next Meeting: Tuesday, January 23, 9-10:30 am, Scholes Hall, Roberts Room