UNM IT Academic Technologies Advisory Board
Minutes: Tuesday, January 23, 2018
Scholes Hall, Roberts Room
9:00 am – 10:30 am

Attendees: Alex Seazzu, Tim Castillo, Kevin Comerford, Robert Delcampo, Mark Peceny, Jon Wheeler, Brian Pietrewicz, Duane Arruti, Elisha Allen, Debby Knotts, Alesia Torres, Tim Johnson, Steve Spence, Dean Bernardone, Sridevi Kumaravelu
Chair: Julie Coonrod
Support: Emily Morelli

Topics

1. Approval of Previous Minutes (November 2017)
   • Deferred; to be completed by email.
   • Membership discussion:
     o Chair Coonrod welcomed Robert Delcampo, Interim Dean of University College.
     o The Advisory Board Charter states that a new chair be elected yearly. This topic will be revisited at the February meeting.
     o Action: A representative from the Center for Teaching & Learning will be added to the Board.
     o Action: CIO Arruti will again request representatives from UNM student government groups to serve on the Board. Jon Wheeler noted that the Faculty Senate Technology subcommittee has an ASUNM representative who might be interested in serving on this Board as well.

2. Year in Review: E&E / Academic Technologies Advisory Board
   • CIO Arruti reviewed the timeline of Board activities in 2017 (document attached).
   • CIO Arruti suggested that the Board might also be interested in a summary prepared for the Budget Leadership Team providing detailed updates on recommendations made by Technologies Integration Group in 2016; the BLT summary presentation was deferred due to time.
   • Chair Coonrod inquired what the Board might expect from later 2018 meetings. CIO Arruti stated he expected that prioritization discussions will require 20 to 40 minutes per meeting once a process was established. He suggested that time will also be spent discussing funding requirements and options.
   • Discussion ensued regarding meeting frequency and length, with consensus that the meeting will remain monthly, with a goal of completion at one hour.
   • Action: Chair Coonrod requested that members consider 2018 Board goals to discuss at the February meeting.

3. Scorecard
   • Elisha Allen, Director of Academic Technologies, presented the revised scorecard.
   • Discussion began by establishing who will complete the scorecard questionnaire. It was clarified that the project sponsor would begin the process, and suggested that a subcommittee or rolling subsets of the Board would review scorecards and make recommendations.
   • Mr. Allen was asked about the current volume of requests and estimated he had approximately 100 projects in Academic Technologies currently, with one or less new requests per month. He suggested that when there are no new projects for prioritization, the Board be shown status updates regarding the categorized “must-do” projects in process.
   • It was noted that IT is standardizing a broader intake process across areas (Academic, Administrative and Research), with new project requests entered through the Help.UNM process, with response by IT professionals to determine if it is a “standard” request, or, if “non-standard,” to assist requestors with scorecard completion if there are other opportunities for resolution.
   • He demonstrated with a real request that has not yet been identified as a project. He noted that requestors and IT will attach detailed analysis for Board review.
   • Alex Seazzu inquired how IT determines, given the scope of a project, if departmental or unit internal resources should be used, or, if a project is large enough, that IT needs involvement. Mr. Allen responded that how support is needed and what model is required will determine the project team. The example request he showed will require a project team involving joint participation between the College of Arts &
CIO Arruti noted that projects vary from meeting simple, one-time needs, to larger, integrated solutions that will be used in multiple areas. Identification of scope sometimes happens before a request reaches the intake process and sometimes happens during intake when a bigger reach or broader benefit is identified, and a project becomes a bigger initiative.

- The Board asked that the scorecard be adjusted to reflect the ability to compare raw and weighted scores.
- There was further discussion about preventing proliferation and duplication of projects that could be integrated. It was noted that architecture and standards are at the heart of the larger discussion.
- **Action:** Mr. Allen will email the scorecard to the Board for review and input. Dean Coonrod suggested a faculty success question.

4. **Item for Escalation**
   - Steve Spence, Manager, Core IT Services, Applications, presented a request to examine options for a Faculty Annual Activity Report Tool. Although this request is in process through the administrative advisory board process, this tool will touch academic, research, and administrative areas. Because the Steering Committee is in the midst of making decisions and may request resources, they felt it important to present to the Academic Advisory Board. He reviewed the initial request and intake information (business requirements, user stories, etc.) that will be moved into the score-carding process. He confirmed that IT enters the user stories based on information from steering committee members or other inputs. Chair Coonrod added that a FAAR Tool could be used with graduate students as well. Ms. Torres noted that the team needs expert support for processes in all areas, including a parallel and added value of usage for annual reviews for graduate students and suggested this information be added to user stories. There was discussion about Sedona, in use by ASM, and incorporating lessons learned in that implementation and usage. Dean Coonrod suggested that FAAR Tool is an administrative function, with some cross-over input.

5. **Academic Leadership Committee**
   - Deferred until scorecard revision is completed.

6. **Data Center Outage (Brian Pietrewicz)**
   - The UNM IT Data Center is overdue for routine power maintenance. The deferred maintenance must be done to improve the reliability and availability of IT services, helping avoid lengthy service outages related to an unplanned power disruption to the data center. Currently, IT is working to confirm Memorial Weekend for the maintenance. The power to the building will be shut off during the maintenance, so services delivered by or through the IT Data Center will be unavailable. Over the coming weeks, IT will reach out to stakeholders throughout the UNM community to confirm the timeframe and the work that must be completed prior to and during the maintenance. The current plan is to confirm the maintenance dates by the end of February. The best estimate at this time is that the work will begin Friday, May 25th at 5pm with full service restored by 5pm Monday, May 28th. DCIO Pietrewicz asked that any concerns be directed to him for consideration.

**Next Meeting:** *Tuesday, February 27, 9-10:30 am, Scholes Hall, Roberts Room*