UNM IT Administrative Technologies Advisory Board
Minutes: Wednesday, September 19, 2018
Scholes Hall, Roberts Room
1:00-2:30 p.m.

Attendees: Mike Schwantes, Duane Arruti, Dorothy Anderson, Nader Khalil, Tuan Bui, Liz Metzger, Kirsten Martinez, Alesia Torres, John Reindorp, Manilal Patel, Barbara Pfaff, Elisha Allen, Theresa Ramos
Chaired by: Chris Vallejos
Support: E. Whittle

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| 1. Approve previous minutes (June 2018)  
   • Approved |
| 2. Student Fee Review Board (CIO Arruti)  
   • IT requested the following increases for Academic Technologies Projects:  
     i. Recurring classroom refresh funding to cover 25% of centrally managed campus classrooms.  
     ii. Student licensing, which is currently underfunded, including an enterprise license for the Adobe Creative Cloud.  
     iii. Zoom (web conferencing tool for large groups, such as lectures)  
     iv. BlackBoard Ally (accessibility tool). Temporary funding has been identified for this year. To continue provision of this resource, future funding will be needed.  
     v. $100,000 funding for wireless.  
     vi. $150,000 for VDI (Virtual Desktop Infrastructure) to allow access to enterprise licensed software from a laptop instead of only from computer labs.  
     vii. Total ask of $2.4 million, increased from $1.78 million.  
   • AVP Vallejos asked if decreased enrollment affects the requested amount. CIO Arruti advised SRFP is receptive to the request since it outlines a specific per student cost. AVP Vallejos expressed concern that with potential funding shortfalls, increases in student fees will be problematic.  
   • CIO Arruti advised that SFRB requested UNM advisory boards align their technology requests. He asked if this group supports this for next year. AVP Vallejos had concerns on how to support the request if current commitments are unfunded. Current state funding is based on credit hours rather than headcount. Enrollment decreases will reduce future funding.  
   • IT Director Martinez advised vendors will not decrease costs in the current fiscal cycle. Adjustments are made during the renewal process based on headcount. Upcoming renewals are Microsoft and Oracle in February 2019. Adobe renewal is in 2020. MatLab is also head-count based.  
   • The board approved a headcount approach by quorum. |
| 3. Intake (IT Director Torres)  
   • Current Status – IT Director Torres reviewed the dashboard and scorecard in myIT.unm.edu.  
     i. FY19 Active Statuses. 25 active projects, all on time.  
     ii. Completed - July-closed 5, August-closed 8.  
       1. Rolled out Banner 9 self-service  
       2. Reports for Regents  
       3. Performance Management  
     iii. Using a project that was escalated by the scorecard evaluation, the committee reviewed features of the scorecard. The data compliance project requiring data feed work was discussed. This project impacts HSC, purchasing, and internal audit and was escalated due to compliance component. VP Anderson asked how IT, HSC and UNM manage these types of collaborative projects. CIO Arruti advised UNM IT and HSC IT leadership meet monthly |
to review upcoming projects and determine where coordination for shared initiatives is necessary. An example is use and management of Learning Central.

- Escalations (IT Director Torres)
  i. Capital project intake – IT Manager Bui discussed the need for a capital project intake process that allows for scoring, prioritization, and sharing project information as needed.
     1. The current process of manually distributing an Excel file to various offices is inefficient and subject to errors. The request is for a web application and form for capital project intake based on the myIT process and scorecard.
     2. AVP Vallejos advised the capital project intake development should follow completion of the capital project module. IT Director Torres advised the projects would move in parallel. CIO Arruti advised the capital projects module would be given a higher priority if there is a resource conflict for completing both projects in tandem. The committee discussed the effort involved in the project and the importance of there being broad benefit for the project. IT Director Martinez advised the request aligns with needs identified by the Capital Project Leadership team.

- Active Projects (IT Director Torres)
  i. IT Manager Khalil discussed the curriculum workflow project that has been escalated per request of IT Director Allen. It has been approved for FY19 and was planned for November 2019. They have advised Dr. Cheek the project will be reviewed and options are being evaluated.

- New Requests (IT Director Allen)
  i. IT Director Allen discussed a request from Chemical Engineering to provide digital badging across their curriculum. UNM Continuing Education has requested this previously. This request aligns with a request from UNM IDI. The project could impact UNM Learn Data Analytics and could be used to identify predictors and trends for students with academic issues. The project is pending with Academic Technologies Advisory Board and a presentation on the project from Executive Director Babbitt.

- Future (IT Director Torres)
  i. New Requests will be processed using the scorecard.
  ii. FY20 List – IT Director Torres will provide the list to the committee for review. Some FY19 items will continue for FY20.

4. Updates (Alesia Torres)
   - Banner 9 Program Update
     i. IT Manager Khalil reviewed the Banner 9 transition project. Banner 8 is no longer supported, and Banner 9 provides new apps and tools.
        1. 2017 – implementation preparation for Banner 9 transition. Implemented UNMJobs 2.0 as a dependency for Banner 9.
        2. 2018 to date – live with the first Banner 9 modules (accounts receivable, financial aid, student and general admin, and registration application). Conducted focus and training sessions with different offices and work teams.
        3. Remaining implementation for 2018 - finance admin module and ongoing work with registrar to improve end user and student experience.
        4. Under development - roadmap for self-service applications. ERP leadership will review.
        5. The project has resulted in greater efficiencies and cost containment with standardization of forms and move away from custom forms. IT will continue to work with stakeholders and the vendor to address remaining custom forms.
   - Learning Central
     i. IT Director Torres discussed work on needed upgrade of Learning Central. It is planned as a software as a service model, not on premises hosting. CIO Arruti discussed the funding issues. HSC/UNMH has one-time funding for licensing. Learning Central currently costs $120,000/year ($80K is UNM IT, $40K is UNMH). The new license will be $220,000/year with implementation cost estimate of $125,000. UNMH could fund $75K of
implementation costs. UNM and HSC IT are collaborating on the project. Further
discussion is planned to evaluate customizations, integrations and feeds. Results will
determine next steps. UNMH funding expires at the end of FY19. The risks associated with
the project are 1) Learning Central is currently not supported if/when it goes down and 2) ongoing funding.

- Inventory/Space
  - IT Manager Bui reviewed the project to combine inventory and space management. Vendors have been identified and products are being evaluated. Steering committee approval will be needed for the project to merge inventory and space management. Depending on vendor selection, implementation activities for the project may be significant.
  - IT Director Torres discussed additional ongoing, standing maintenance work including 19 major upgrades to date this year. AVP Vallejos led a discussion of wants versus associated risks and appreciates IT’s work.

5. FY19 Wireless Improvements (CIO Arruti)
- CIO Arruti discussed the project which was initiated in 2006 with a one-time funded endowment from NUSENDA. Endowment funds are used yearly to improve wireless on campus. ER&R funding has provided $500K/year for the last 3 years. CIO Arruti reviewed a prioritized site memo based on heat maps and congregation points. This was used to allocate the $2 million from HED for wireless improvements. Wireless coverage expansion increases maintenance and associated costs. To date, 24 buildings have been upgraded. AVP Vallejos asked if any units are self-funded such as Ford Utilities. CIO Arruti advised such units are generally excluded from ER&R funding but not from overall list.

6. Data Center Options (Deputy CIO Pietrewicz)
- Deputy CIO Pietrewicz reviewed the options for completing necessary maintenance which requires an outage for the data center. Option 1: Estimate of $3.3 mil to repair existing building. In process to secure an updated quote. Option 2: In process for a quote to build data center in Ferris basement to house UNM IT and CARC. Option 3: Use a modular data center for UNM IT and CARC.
- The option for moving to the Cloud includes real estate and power costs. Additional information is being collected on this option.
- AVP Vallejos asked if a proforma cost benefit analysis had been completed. Deputy CIO Pietrewicz advised data is still being collected. Moving to the Cloud seems the best option. It will reduce some licensing costs. AVP Vallejos asked if funding would be recurring or one-time funding. Deputy CIO Pietrewicz commented one-time funding is easier secure.

7. Future Agenda Items (All)
- IT Funding model
- Capital outlay/requests for next FY

Next Meeting: October 17, 2017 1:00-2:30 pm, Scholes Hall Roberts Room