UNM IT Research Technologies Advisory Board
Minutes: Wednesday, September 26, 2018
Scholes Hall Roberts Room
1:00 – 2:00 pm

Attendees: Shawn Berman, Sylvia Celedon-Pattichis, Renia Ehrenfeucht, Mark Emmons, Mary Tsiongas, Arash Mafi, Jon Wheeler, Mark Servilla, Duane Arruti, Grace Faustino, Irene Vasquez, Ray Dennis
Acting Chair: Patricia Henning
Support: E. Whittle

Topics

1. Approval of Previous Minutes (July 2018)
   • Request was made to correct typos. AVP Henning wasn’t at the previous meeting so she is unable to speak to content and asked the committee to provide any needed updates.

2. Data Analytics Software Needs (IT Manager Faustino and Senior Associate Dean Sylvia Celedon-Pattichis)
   • Senior Associate Dean Sylvia Celedon-Pattichis asked about software access to support faculty research, specifically Nvivo, Mplus 8.1, and Atlas Ti. Discussion included options for efficiently identifying if UNM already holds a particular license, if other faculty are interested in a license and how to have an efficient process for new faculty knowing their options rather than purchasing individual licenses to support the work of faculty across colleges who may use the same software. CoE has tech lab licenses that can be signed out. IT is evaluating the use of licenses that can be downloaded; they are expensive so they are negotiating for more cost-effective options. Discussion focused on how to coordinate software licensing purchases for researchers across different colleges.
   • CIO Arruti suggested that including IT Director Martinez in further discussions would be useful as she oversees the IT software distribution group. Some are managed and funded institutionally. Others are managed on a cost-recovery model for enterprise licensing due to the lack of institutional funding for software. Where there is sufficient utilization to warrant an enterprise license, the cost-recovery approach negatively impacts utilization. IT contract specialist Angela Eckhardt is researching software use across the campuses to identify licenses that have high enough utilization to support negotiating more advantageous rates with vendors. As an example, HSC and UNM currently spend $45,000/year for Zoom; she is negotiating an enterprise license that is only slightly above that amount. Currently, usage rates and expenditure levels determine how IT prioritizes the purchasing process. Requests for software such as Zoom where they are negotiating for site licenses should be routed to Angela or SWD to move the purchase forward. SWD site provides a list of software licenses currently held. The url is http://it.unm.edu/software/
   • There are opportunities to minimize duplicate spending on licenses and create consistency in what each department/college spends on a given license. IT is developing a searchable app to inventory software licenses; it is currently focused on legal and research software. A presentation could be made at the next committee meeting. It could be expanded to cover all UNM software purchases.
   • The Adobe license which expires in a little over 1 year is being evaluated at the chair level along with other high volume products. A cost-sharing model is being reviewed that is different from a tax to each department or unit. It will be brought to the committees for review. Adobe is interested in having higher education students use Creative Cloud suite, and the Adobe VP for Higher Education will present at NMTIE in October. Action Item: IT Manager Faustino will send the board an invitation to the meeting and provide feedback from the committee to Adobe.

3. Discussion of strawman Research Dashboard and Intake Process (AVP Henning and IT Manager Faustino)
   • AVP Henning and IT Manager Faustino reviewed the draft concept for a research service catalog and intake process which is one of the top initiatives this board identified for this year’s work. The
draft is presented for review, comment, and feedback from this committee. Discussion included issues around identifying all research service technologies across campus, maintaining/updating the catalog, processing and management of new service requests, and ensuring consistency in delivery of services included in the catalog. IT Manager Faustino advised one option for managing the workflow and processes for service delivery is through a core operational group of service providers to oversee ongoing management and catalog additions. CIO Arruti sees establishing the inventory as the first step. Next, the operational group would assess and measure service delivery and management; this group could also guide development of an agreed upon set of standards for service delivery.

- Discussion included who would house and manage the catalog and request process. Given the goal to have one centralized resource for all research faculty, central IT may be appropriate or it may be more effective for a different group to manage given the complexity of the research space. Further discussion was held regarding how to organize the workflow and oversee requests. There are 2 paths identified initially. 1) The service exists and a requestor receives information on how to access. 2) The service does not exist. The request is provided to an operational group for review. After the operational group reviews, if it would require IT support, the request is sent to a scoring committee and may be escalated to the advisory board for review. The goals for this project are aligned with those for the software licensing purchasing app; the app could be expanded so faculty have one point of entry for information about and requests for research software, databases, licenses, etc.

- The configuration and role of the operational group and scoring committee was discussed. The role of this board relative to the groups was discussed. The group agreed the scoring committee would be a subset of this committee. The scoring committee would be tasked with development of a rubric to address issues such as urgency of request, number of requests, inter-disciplinary nature of requests, etc. to guide escalation to the advisory board for review and determination. More information is needed to determine the most efficient and timely way to move requests through the process and committees.

- Discussion of funding for the project is acknowledged as necessary for the project to be effective. This board could play a role in proposing how requests should be funded. Advisory boards are more effective when they are funded. This board could identify appropriate funding options which could include units, OVPR, and the IT governance council or a combination of these groups depending on the nature and scope of the request. By identifying and prioritizing requests October – December of each year, they can be included in the budget cycle for the following fiscal year. Deans should be involved in the discussion of funding; this could be presented to the Academic Advisory Board since it is constituted primarily of deans. All ADRs from the colleges are invited to this board’s meeting.

- The committee discussed numerous options for how to proceed. They are generally in agreement about the concept. Further discussion will be needed regarding funding and how it will be managed. Last year’s project to identify what software and equipment is utilized across campus will form the basis for building the service catalog which will add information about owners and additional detail about each item in the catalog. **Action Item:** Committee members should e-mail IT Manager Faustino their ideas. She will update the draft for further review.

4. Next agenda items:
   - Finance approach – IT Director Martinez
   - Demonstration of IT Software Purchasing App – Dr. Busani

**Next Meeting: October 24, 2018 1:00-2:30pm Scholes Hall, Roberts Room**