# UNM IT Research Technologies Advisory Board
## Minutes: Wednesday, October 24, 2018
*Scholes Hall Roberts Room*

1:00 – 2:30pm

**Attendees:** Patricia Henning, Shawn Berman, Mark Emmons, Mary Tsiongas, Tito Busani, Jonathan Wheeler, Mark Servilla, Duane Arruti, Brian Pietrewicz, Grace Faustino, Tuan Bui, Kirsten Martinez, Mary Woodruff

**Chair:** Patrick Bridges

**Support:** E. Whittle

## Topics

1. Approval of previous minutes - September 2018 (Dr. Bridges)
   - Approved

2. Approval of proposed amendment of charter to include “Director, Research Data Services” as a member due to importance of input from research data services to the committee’s work. (Dr. Bridges)
   - Approved. **Action Item:** Dr. Bridges to take to governance for approval.

3. IT Software Purchasing Application Demo (Dr. Busani/Tuan Bui, IT Manager)
   - Dr. Busani reviewed the project goal to address the lack of a coordinated process for determining if a requested software license has already been purchased by another unit at UNM and/or to notify other users about available licenses they might be interested in using. The proposal is for IT to create an app to centralize this information. Today’s presentation is to get feedback and/or approval from the board prior to moving forward with further development.
   - IT Manager Bui advised the software license database app connects to existing data sources, such as Banner, Lobomart, and other purchasing systems and provides the following features: 1) centralized list of UNM software licenses, 2) links authorized users across campus organizations, and 3) provides information about licenses such as the primary holder, expiration date(s), extended renewal date(s), and interest indications of other users. This allows faculty across campus to share licenses, purchase multiple licenses at a lower cost, and/or purchase side licenses more cost-effectively.
   - CIO Arruti commented that it would be useful for the app to include any security assessment information that was included in the initial approval for the license. This would allow subsequent requestors to know what category of data has already been approved. Project Manager Faustino agreed it would clarify for subsequent researchers if their data category had already been approved or if further vetting would be needed.
   - Originally, the database was intended for software licenses. Based on input from this group could be extended to include web-based, shared, standalone, and collaborative tools or software such as Slack.
   - IT Manager Bui presented the architecture flow for the initial structure of the database. Deputy CIO Pietrewicz asked if CMDB (configuration management database), database of UNM assets, is included. IT Manager Bui advised it hasn’t but it could be. Dr. Bridges asked if the app could be queried by other API. IT Manager Bui advised authenticated API access is included.
   - Director Martinez confirmed that Chrome River is sometimes used for some software purchases of licenses, generally lower cost purchases. IT Manager Bui advised that office supplies and software purchases can are sometimes bundled which will complicate the tracking process. These purchases will need to be separated in order to track all items.
   - Dr. Busani advised they would like to include software developed internally at UNM. CIO Arruti suggested the app could be scalable for state-wide use. Associate Dean Emmons asked if free versions of software would be included. Dr. Busani would encourage this as it may lead to enough interest to purchase a premium version. CIO Arruti agreed that including them will support two use cases: 1) It will connect someone looking for a particular software to someone already using it. 2) It provides an inventory of licenses currently in use. CIO Arruti asked if SCCM (system center configuration manager) provides
automated tools for providing an inventory. Deputy CIO Pietrewicz advised it does in some cases. CIO Arruti commented that a database that includes free software options is useful for faculty and/or projects with smaller budgets.

- The catalog will be searchable and will include descriptions of software features.
- IT Manager Bui reviewed a design mock-up that is web-based and requires UNM credentials to access. IT estimates 300+ hours of development time with FY20 as a target for a minimal viable product. The board is supportive. This project could link to the Research Software Intake process.
- IT Manager Faustino asked who will be the point of contact for the licenses. Dr. Busani said the intention isn’t for there to be a single owner; it is to foster communication about existing licenses and/or licenses faculty are interested in having. The tool will be in LoboApps. Purchase of licenses will follow the current process. CIO Arruti sees a potential commercially viable product for other institutions who struggle with similar issues.
- With the committee’s approval to move forward, IT Manager Bui will add the project to the development queue and assign resources. The group discussed the pros and cons to making the app information available to vendors. CIO Arruti cautioned that while the information may be available on request through IPRA, encouraging vendor access to the tool may inhibit faculty usage. Further discussion of this aspect is needed.
- **Decision:** Motion to approve process-proposal - approved.

4. Software Catalog/Intake Process Next Steps (Dr. Bridges)

- Dr. Bridges confirmed the committee supports development of the prototype research service catalog. The mechanism for populating the catalog will be key; Dr. Bridges asked the committee to bring ideas to the next meeting. If the service is not found, there will be a mechanism to move the request to myIT.
- **Decision:** Approved

5. Proposed IT Budget Model (Kirsten)

- Director Martinez reviewed the a proposed IT budget model to move funding for core IT services from a fee-based model to an allocation model based on headcount. While a goal for the model is to include long-term refresh mechanisms for IT equipment, including a centrally funded computer refresh program, this has not been planned for in current budgets so it has not been included in the models. A comparison of the two models was presented. Total IT costs ~ $35 million. This current analysis is cost neutral.
- Some services, external customer and premium ones, would still be funded through charge-backs since they cannot be tied to core services and linked to headcount. An example is cellular service since not all customers receive cellular service.
- Cost by headcount on an annual basis would be per student ~$483, per faculty/staff ~ $1287 based on FY 17 enrollments (the model will be updated with FY 19 information). HSC and branches rates are lower due to different levels of service.
- Discussion included current methods for funding IT services and how headcount by declared major impacts units that provide services to all students, faculty, staff, and public users. This model makes the cost of providing services by user transparent. The analysis shows current costs/rates for units versus a headcount-based model understanding that funding does not flow in the same fashion and will impact different units positively or negatively.
- Current rates which include chargebacks and markups that would not be used in a headcount model were reviewed; rates under the new model were reviewed. The final funding model credits each unit based on student headcount their portion of I&G, student fees, and allocations that IT directly receives. IT receives $11.2 million in I&G funding and $1.8 million in students fees. The impact on units was reviewed. This analysis indicates where units are subsidized which can foster a deliberate conversation about where and how subsidies are allocated. The model is intended to support decision making with usage of IT services as one factor; it is not intended to direct or require specific changes.
- Funding from branch campuses to the university through MOU’s is not trackable at this time so it is not included.
- This information is being shared with all advisory boards, the budget leadership team, and the student fee reserve board as this might evolve into a student technology fee. If there were a shift to a student technology fee, the costs would be directly allocated to students and reduced for colleges. UNM is generally lower for student technology fees relative to comparable institutions.
• Items that are not included in the model that may be limiting for correctly allocating costs are funding sources, research costs, faculty and staff position cost considered equivalent across all units, usage allocated equivalently for FT student, staff or faculty versus PT, costs of services to public users, and technology fees charges by colleges and schools that provide enhanced services. This model evaluates options for funding core IT services based on headcount. Further exploration of the model and what should be included is needed. It may be useful to also present the information based on FTE. This type of model and its evaluation further informs discussions about what services IT should provide given budget limitations. The model will be presented at Dean’s Council tomorrow.

• The Budget Leadership Team has created a Capital Project Leadership Team to coordinate prioritization of capital projects. **Action Item:** Duane will be heading the IT capital project subcommittee and invited 1-2 members from this board to participate. Examples of IT capital projects include wireless, fiber across campus, and data center power. It is the core IT infrastructure that requires renewal and replacement over time. For new capital projects, IT funding is included. UNM IT has a 5-year capital project plan, which is submitted every year to HED; priorities are moved forward or not depending on funding. Currently classroom improvements which are included in HED capital funding requests are funded with IT salary savings.

• **Decision /Action Item:** Director Martinez will share the slides and spreadsheet with the committee.

Adjourned 2:28

**Next Meeting:** November 28, 2018 1:00-2:30pm Scholes Hall, Roberts Room