# UNM IT Academic Technologies Advisory Board Minutes: Tuesday, April 24, 2018

*Scholles Hall, Roberts Room*

9:00 am – 10:30 am

**Attendees:** Alex Seazzu, Julie Coonrod, Robert Delcampo, Kymberly Pinder, Jon Wheeler, Brian Pietrewicz, Duane Arruti, Elisha Allen, Greg Gaillard, Alesia Torres, Sean Smock, Walter Winegar-Valdez, Kirsten Martinez, Dean Bernardone, Jon Bocock, Ann Swancer, Brian Kimura

**Chair:** Mark Peceny

**Support:** Emily Morelli

## Topics

1. **Approval of Previous Minutes (March 2018)**
   - No changes.

2. **Anderson and Arts & Sciences ITO Updates (Sean Smock, Walter Winegar-Valdez, and Greg Gaillard)**
   - Would like to spend time investigating shared services, how they work daily, how to take advantage of shared economies of scale;
   - Greg Gaillard, Associate Director in the Office of the CIO, introduced the presenters and noted that the purpose for presenting is to show how the ITOs are working together to take advantage of shared economies of scale through sharing information about their areas and the various projects in which they are engaged.
   - Anderson School of Management: Mr. Smock shared a handout of high-level but comprehensive information regarding the technical needs and activities of Anderson’s student, faculty and staff, as well as provided information on Anderson’s participation in past and current collaborative projects.
   - College of Arts & Sciences: Mr. Winegar-Valdez shared a handout of high-level but comprehensive information regarding the technical needs and activities of A&S’s students, faculty and staff as well as provided information on Anderson’s participation in past and current collaborative projects.
   - Dean Coonrod commented that it sounds like ITO model is working well. She noted that A&S maintains six times the number of computers and 8.5 times the number of supported staff, yet only twice the number of staff that Anderson has. She noted that while the issue is the funding model and student fees, etc., Physics students want the same support that Anderson students have.
   - CIO Arruti requested that the number of students supported should be added to the ITO handouts.
   - Mr. Winegar-Valdez commented on the difficulty of identifying the total number of students in terms of core curriculum figures. He estimates that Arts & Sciences supporting approximately 6k student per year (majors only) and provides 62% of credit hours on campus; Anderson supports about 1200 per year. Mr. Winegar-Valdez stated that A&S works closely with UNM IT Academic Technologies to support 110 classrooms that are not centrally scheduled. Within A&S, support is centralized in order to distribute support across “have” and “have nots” as best as possible. The ITO model looks at this across campus. Mr. Smock and Mr. Winegar-Valdez were collaborating even before the ITO model began, sharing equipment and expertise.
   - In terms of classroom technology, Anderson has a unique relationship with UNM IT Academic Technologies and works closely with Tim Johnson. Anderson funds its own classrooms and
serves as incubator for new technology chosen in conjunction with UNM IT. Lessons learned are then applied to campus.

3. Brief Update on Funding Committee Work (Kirsten Martinez)
   - Ms. Martinez and the Funding Committee have prepared a funding model, based on a headcount for faculty, staff and students that does not include refresh for capital (which was included in the model she previously presented). She has presented this model to EVP Harris and former President Abdallah. She did not share it with BLT this year due to other priorities. EVP Harris requested that she present the model to the advisory board and others over the next few months in order to begin thinking about a transition plan over the next few years in conjunction with the Budget and Academic Affairs offices.
   - Chair Peceny inquired how IT is addressing existing inconsistencies in allocation.
   - Ms. Martinez replied that UNM IT knows where it is covering basic UNM IT costs today.
   - Elisha Allen, Director of Academic Technologies noted that UNM IT is not covering basic costs currently.
   - CIO Arruti noted that UNM IT is supporting the University currently, but not at the level it could and should; for example, equipment refresh is mostly handled through salary savings, which is not a sustainable model. IT is doing its best to find efficiencies to help best use existing funding. The new model should consider growth and refresh, but for the sake of efficiency, UNM IT was asked not to bring forward the initial budget that included refresh. Rather, IT will begin with a shifting approach to the budget. If UNM budgeted universally, IT might be staffed better to provide support where it is needed; the headcount model that accounts for individual consumption of IT services and the costs associated is a starting point. Obviously, UNM has not moved forward with implementation of a headcount model, and next steps include how the campus can work together to fund deficits so every student can utilize the same technology.
   - Dean Coonrod pointed out the spectrum of services needed, even with colleges (e.g., the computing needs of Physics faculty versus English faculty). Mr. Winegar-Valdez noted that the use of tiers is important to a new structure.
   - CIO Arruti noted that to the extent IT can streamline and standardize common services, time and resource savings will be realized.

4. Project Intake, Discussion and/or Escalations (Alesia Torres)
   - AwardSpring: UNM IT Applications is working with Anderson & COE. Kirsten Martinez was able to secure a centralized licensing model. Sean Smock & Andrea Harvey are working on local implementations that meet their timelines. Moving forward, any Banner integration will involve a one-time fee.
   - Request/Recommendations for Steering Committee Members for Unified Enterprise Data Warehouse (UEDWH). UNM IT Applications is working across reporting units – IDI/EM/HR/FSM/AcadTEc – to improve analytics and reporting and have realized the group is reaching a juncture where decisions need to be made, such as moving forward with a platform and resource capacity. The group will have suggestions and recommendations for a steering committee and Ms. Torres inquired if these issues should be surfaced to the advisory board? Ms. Torres requested volunteers for the steering committee. Chair Peceny asked the board to think about who might be a good fit.

5. Data Center Outage (Brian Pietrewicz)
   - The Data Center Outage is still on track to occur on May 25-28. IT is currently working on insuring critical services with life-safety issues remain unaffected, as well as Lobomail. IT anticipates the center will be back up by late Saturday, but will continue advertising the outage as occurring through Monday. IT will continuously update the itpower.unm.edu
website to list high-level services (Banner, Learn, etc.) that will be affected. Anyone concerned about a particular service may email itpower@unm.edu for assistance.

6. **IT Governance Policy Update (Duane Arruti)**
   - The policy is currently out for campus comment and is available on the Policy Office site for review ([https://policy.unm.edu/under-review/university/d2560.html](https://policy.unm.edu/under-review/university/d2560.html)).

| Next Meeting | Tuesday, June 26, 9-10:30 am, Scholes Hall, Roberts Room |