UNM IT Administrative Technologies Advisory Board  
Minutes: Wednesday, October 17, 2018  
*Scholes Hall, Roberts Room*, 1:00-2:30 p.m.

Attendees:  Liz Metzger, Manilal Patel, Duane Arruti, Alesia Torres, Ray Dennis, Nader Khalil, Barbara Pfaff, Mark Dansby, Brian Malone, Sheila Jurnak, Tuan Bui, Dorothy Anderson, Theresa Ramos, Rich Wood, John Reindorp, Joseph Ho  
Chaired by:  Chris Vallejos  
Support:  E. Whittle

### Topics

1. **Approve previous minutes (September 2018)**  
   - **Approved**

2. **IT Workload** – IT Director Torres reviewed the following projects with the committee.  
   a) **Escalations**  
      i.  **Resource Impacts** - ALEKS System (3-year-old project, Dr. Ho) – IT Manager Khalil advised analysis determined the proposed implementation needs discussion as 1) it will affect enrollment management and 2) the technical resources needed for implementation will take resources away from current projects.  
         *Dr. Ho advised the project was originally planned for FY18 took 1.5 years to get approvals. The project is an off campus website for students in the chemistry department. The private vendor provides tutoring and placement tests to ensure students are in enrolled in class levels appropriate for them. It reduces waitlists and bottlenecks for heavily subscribed classes. Variation in high school math and chemistry courses is the root of the proper placement challenges. Registration overrides will not be automatic.*  
         *Moving forward with the ALEKS project will delay CR Exclusion project for HSC, Banner 9 registration project, and conversion project for Banner 8 forms.*  
         *There was discussion of the feasibility delaying ALECK project until Dec or Jan. It was discussed if Academic Advisory Board should review. IT Director Torres advised Academic Advisory projects are not impacted by this project. VP for HR Anderson said it seems reasonable to delay implementation until January. Dr. Ho advised it needs to be ready for Summer 2019. University Controller Metzger commented that since the project is already on the list, isn’t it simply being moved up on the list? IT Director Torres advised that while the project has been on the list, the approval was not received for FY19.*  
         *The committee discussed costs associated with the project. IT Manager Khalil said the pricing 2 years ago was $25 per student. Current cost is unknown and who will pay isn’t clear. There is also a cost for IT services to complete the technical integration. AVP Vallejos asked about yield rate and ROI. Dr. Ho’s understanding is the service should be free to students. IT Manager Khalil advised the cost is on a per use basis, and there is no charge to IT. AVP Vallejos asked if any costs are within IT’s current budget. IT Director Torres advised further information is needed on the costs, how they will be paid, and if there are any recurring costs. VP for HR Anderson discussed the priority the Regents have set on supporting efforts to ensure student success. IT Director Torres sees cost and funding under CIO Arruti’s purview. This is being raised with this committee to discuss timing for the project. SVP Wood supports waiting for more information to guide the decision. It was suggested the committee should review the project once costs, impacts, and a proposed commencement date have been determined.*  
         *Interim Registrar Jurnak would like new student orientation to be included as a consideration in scheduling the project. IT Manager Khalil advised as a class 2 project, it will take 3-4 months to complete. Dr. Ho would prefer to have this ready for Spring; a Summer start would be acceptable. AVP Vallejos suggested January would be acceptable for student resource units. IT Director Torres advised a January start is possible, but resources will be needed from Enrollment Management to move forward.*  
   o **Decision Item:** AVP Vallejos advised the committee approves escalating the project. They would like additional information about beginning and ending dates and the resources needed for the project.  
   o **Action item:** IT Director Torres advised applications will proceed with design sessions.
ii. Redundant System - Valencia Branch Campus CCure Replacement – IT Director Torres

- IT Director Torres advised Valencia Campus purchased a CCure system (a card access system). They have requested technical support which is being evaluated. AVP Vallejos advised the Lock Shop has been working through technical issues around implementing this system at Valencia. AVP Vallejos recommends coordinating this project with the security committee’s work under Chief McCabe. The committee supports additional resources being devoted to security. AVP Vallejos advised against duplicating the Valencia solution for all locations as it is designed to meet needs unique to their campus. He would like to support their efforts.
  
  - **Action item**: IT Director Torres will coordinate with IT Officers John Reindorp and Ann Swancer regarding next steps and coordination of support.

b) Updates

i. Oracle Reports Conversion – IT Managers Pfaff and Dansby

- This project is to transition Oracle reports to Jasper since Oracle no longer supports reports. Currently, 38 of the identified 78 Oracle supported reports have been confirmed to be in use. An additional purchase of software may be needed to transition the reports. IT Director Torres reviewed the proposed steering committee composition to determine if these are the right stakeholders. HR IT and FSM will be affected by the conversion; they will provide resources to support the transition.

  - AVP Vallejos sees a need for additional representation for the steering committee. IT Director Torres advised the primary report teams provided the representatives. The committee agreed report functional owners should be identified to provide additional representatives for the steering committee. IT Manager Pfaff advised 37 reports, 9 of which are baseline, need to be converted. The end of 2019 is when Oracle support will terminate. Additional analysis is needed to determine resource needs and costs for the conversion.

  - **Decision**: AVP Vallejos recommended a placeholder of 12/31/18 for the target date. This will be adjusted based on additional information from the analysis and input from the steering committee.

ii. Facilities Management Systems Enterprise – IT Director Torres and IT Manager Nicol

- IT Manager Nicol reviewed the Facilities Management (formerly PPD) apps that are convertible to enterprise solutions. The analysis of existing software identified areas of opportunity with other campus users to provide an enterprise solution, specifically TMA, CCure and FAMIS. Benefits for conversion include improved systems and resulting data. Systems that would be appropriate for enterprise licensing are those that:
  
  - Multiple departments use and need support for
  - Generate information for the data warehouse that is used for reports
  - Require multiple system integrations
  - Have security and risk mitigation needs
  - Have standardization requirements for multiple implementations. TMA current setup cited as an example of a project that could benefit from standardization where there is one person managing multiple implementations to customize each repair center.

- **Using TMA as a proof of concept to move from a single person managing multiple implementations and tasks in various units across campus, enterprise solutions provide opportunities to:**
  
  - Formalize system oversight, data steward processes, and process configurations
  - Standardize approval process campus-wide for new projects, modules, funding and data access
  - Reduce customization, redundancy in applications and services
  - Centralize licensing and billing.
  - Reduce redundancy in applications and services
  - Make data accessible for other application integrations across campus

- **Service benefits of a tiered service model include:**
  
  - Spread workload for managing support, upgrades and system monitoring, development and new modules
  - System integration that uses existing structure and protocols
  - Consistent use of existing standard reporting systems, including server and database management, training and billing
• IT Director Torres advised the Banner governance structure would be used for this project. This approach has been discussed with ISS Directors Al Sena and Lisa Marbury. Input from this committee is requested.

iii. Applications Portfolio and Master Pages: Alesia – deferred because of time

c) Innovation

i. DevOps – IT Director Torres, IT Manager Bui

• IT Director Torres reviewed significant trends in Higher Education that informs the work of the Applications team and is the basis of why it is necessary to adapt and streamline technology-based solutions: security, student engagement - how students engage with data and technology, digital disruption - constant changes in technology, and artificial intelligence.

• The team’s high-level goals include transparency, innovation, and shifting from crisis-management to customer-centered solutions for emerging needs. This will be accomplished by:
  o focusing on optimization
  o monitoring life cycles
  o development of operations, self-service tools, and automation
  o focus on quality vs pre-defined timelines

• The goals and objectives above can be accomplished with standardized and repeatable processes.

• DevOps is guided by the three layers of people, processes, and technology.

3. Future Agenda Items (All)

• Chris: IT Funding model, capital requests and priorities

Next Meeting: November 21, 2018 1:00-2:30 pm, Scholes Hall Roberts Room