# UNM IT Administrative Technologies Advisory Board

**Minutes: Wednesday, July 19, 2017**  
*Scholes 101*  
1:00-2:30 p.m.

**Attendees:** Alesia Torres, Brian Pietrewicz, Dorothy Anderson, Duane Arruti, Elaine Rising, Elisha Allen, Norma Allen, Jeff Gassaway, Liz Metzger, Rich Wood, Julie Coonrod

**Absent:** Terry Babbitt, Manu Patel, Ava Lovell

**Chaired by:** Chris Vallejos  
**Support:** Elsie Whittle

## Topics

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<th>1. Updates for Committee</th>
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| • Chris Vallejos may resign from the Administrative Tech meetings due to his changing administrative roles.  
• There was discussion about possibly changing meeting frequency and electing a new chair if necessary.  |  

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<th>2. Review and Approve Previous Minutes (June 2017)</th>
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<th>3. Intake Dashboard (Alesia Torres) – See Addendum 1</th>
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| • Chris proposed that a quarterly report be given to the advisory board.  
• There was a discussion about break/fix incidents, what they are, and how they are shared. Quarterly reports will show the health and productivity of IT and provide visibility of IT systems.  
• There was discussion on what types of problems may be highlighted.  
• The board agreed on a quarterly report, with the understanding that further refinements can be made.  |  

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<th>4. Follow up on Lynda.com (Duane Arruti)</th>
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| • Staff Council approved discontinuation of Lynda.com, although a small group of faculty does utilize it. UNM IT was able to negotiate a 6-month, pro-rated agreement to give some leeway on the final decision. Public libraries provide access to Lynda.com, so this would be an alternative source. The current University cost is $114k/year; utilization is around 3k. Lynda.com will not strip offerings for what UNM actually uses.  
• Dorothy suggested checking with EOD about providing training in what users are interested in (MS Office, Excel, Word).  
• **Action:** IT will continue to develop a proposal and return to the board with more information.  |  

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<th>5. Council of University Presidents Update (CUP) (Duane Arruti)</th>
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| • UNM is a member of CHECS (Council of Higher Education CIOs), a regional group that meets quarterly. UNM was asked to create a presentation on collaborative opportunities for state and higher education IT Initiatives for the recent CUP meeting, with the aim of identifying no-cost or low-cost ways to better use current resources. Previous successful collaborations include:  
  a) UNM is managing statewide licenses for Microsoft, which originally cost $250/seat and now at $47/seat; and Adobe Acrobat is now $8/seat instead of $150/seat.  |
b) ABQG nonprofit networking/peering – lower cost for high-speed Internet, $12/meg vs. $1/meg. Highlands was included.

- Chris asked if IT gets more efficient, will overall IT funding drop? Duane replied that that is possible. The main impact is net benefits. The discussion on funding and efficiencies includes tradeoffs.
- There was a discussion about CNM possibly replacing Banner ERP. This may trigger price negotiations with Ellucian. UNM may not be interest in implementing another ERP system; a major systems overhaul would require more staff and financing, as well as take a considerable amount of time away from other implementations. There was a discussion about issues with Banner and UNMjobs 2.0. Chris suggested that pain points could be leveraged to drive better performance out of Banner.
- Alesia clarified that Cornerstone (UNMJobs 2.0) is not an Ellucian vendor. She also noted that cloud-based systems aren’t easily customizable.
- There was a discussion about how to review new products or systems and using cost/benefit analyses, which do not address morale or work environment. It was noted that there are intangibles that are not quantifiable when making decisions.

6. IT Strategic Plan (Elaine Rising)
   - Elaine outlined the seven IT goals.
   - The purpose of the strategic plan is to align IT goals with UNM2020, incorporating additional fields in Cherwell to track goals in projects and show flows, tactics and programs. Target end date of Aug 2017.
   - The plan will require continual review and evaluation.
   - Elaine presented how the IT goals map with overall University goals and Chris noted that ISS maps goals yearly to support the University mission. Chris will distribute this information to the board.

   - Q: How does this work with the faculty goal of female faculty retention? Rich will meet with Elisha for further discussion and also suggested Julie Coonrod as a possible contact.

3. 

7. Agenda items for next meeting
   - Please send any suggested agenda items to Chris or Emily.

Next Meeting: Aug 16, 2017 1:00-2:30 pm
Addendum 1

1. Follow up on Scorecard Prioritization (see below): Scorecard Prioritization Update (Alesia Torres):

Please confirm the items below are accurate per our discussion (they include the items that I captured as “Agreed” during the discussion; I will need formal agreement/approval).

1. Project Information and Visibility
   - Prioritization - Initial prioritization: queue up projects for next fiscal year; planning for the year. (AGREED)
     - What: Non-Standard requests requiring analysis and resource estimations; New work (enhancements, new systems, etc.)
     - When: October/November
     - Who: First Pass ERP Leadership; Final Review and Approval Administrative Advisory Board
     - How: MyIT Dashboard and Scorecard (Note: as we evolve the process we will be bring more robust demand and resource planning solutions to conduct this work)

2. Escalations (AGREED)
   - What: Requests resulting in: Significant Impact to Resources (Funding, FTE, Impact to other projects, etc.), Cross Functional Business Impact, Escalation needed, Duplicate System, Unsupported Technology, or New System/Service
   - When: These will be reviewed monthly; if there is a question or impact to other projects/resources, priorities will be reviewed and adjusted
   - Administrative Advisory Board Review, Approve/Deny (IT will facilitate)
   - How: MyIT Escalation Dashboard

3. Health (AGREED)
   - What: how the project/request is progressing (meeting budget, timeline, risks, etc....)
   - When: Quarterly or when an Emergency arises
   - Who: Administrative Advisory Board Review (IT will facilitate)
   - How: MyIT Dashboard

4. Break/Fix Issues (Incidents) (Need Agreement) – 7/19/17 - AGREED
   - When: Will share Quarterly and evolve the information as needed to meet the needs of the Advisory Board
   - Who: Administrative Advisory Board Review (IT will facilitate)
   - How: MyIT Dashboard

5. Standard Service Needs (Service Requests) (Need Agreement) – 7/19/17 - AGREED
   - When: Will share Quarterly and evolve the information as needed to meet the needs of the Advisory Board
   - Who: Administrative Advisory Board Review (IT will facilitate)
   - How: MyIT Dashboard