UNM IT Administrative Technologies Advisory Board
Wednesday, September 18, 2019
Scholes Hall, Roberts Room
1:00-2:30 p.m.

Chair: Chris Vallejos
Attendees: Pamela Cheek, Ava Lovell, Elizabeth Metzger, Theresa Ramos, Kevin Stevenson, Adam Weeks, Elisha Allen, Duane Arruti, Tuan Bui, Ryan Cooper, Gil Garduno Linda Johansen, Nadir Khalil, Kirsten Martinez, Brian Pietrewicz, Barbara Pfaff, John Reindorp, Alesia Torres

Topics

1. Approve previous minutes (May 2019) – Approved with the following amendments: Duane Arruti was not in attendance. For item 3, add IT Director Martinez and Mr. Cherrin’s titles

2. Select Committee Chair for 2019/2020
   Chris has served for 2 years. While he is willing to serve again, he strongly believes in rotation of leadership. Duane reminded the committee that the charter outlines a one-year term for chairs. Chris suggested it would be useful to have a chair from one of the functional areas whose services are most directly impacted by projects. Kevin nominated Liz who was unanimously approved with acclimations of joy.

3. Proposed NMICCC/CUP Technology Support Legislative Request (Duane)
   Duane updated the committee that Mark Saavedra met with the higher education CIOs to discuss an inclusive technology initiative funding request for $50M. Main campus would receive 25% of the funding with additional funding for HSC and branch campuses. Institutions will determine how funds would be used at their institutions; institutions can collaborate on shared initiatives.

4. Project Outages, Data Center – September, December (Brian)
   Due to a health issue with a key staff member, the router replacement planned for August was not completed. It has been rescheduled for 9/29; the team has worked extensively with users to select the date and assist with managing issues related to the outage as needed.

   A UPS replacement is needed for the data center. They are exploring options for completing the work without an outage. Currently, it appears a 48-hour outage will be needed. Duane discussed that a date is selected based on broad input from affected areas and extensive communications are sent to notify students, faculty, and staff about the outage.

5. Learning Central Funding (Duane, Kirsten)
   Duane discussed the employee training system, Learning Central System. Management of the system is shared with University Hospital. Learning Central was out of support and needed to be upgraded. The upgraded version is a software as a service, cloud-based service. University Hospital is going live with the new version in February. The yearly service cost has increased from $80,000 to $130,000. Since it was out of service, prior year funding has been set aside and will cover 2.5 years of service at the new rate. Funding the gap of $50,000/year for the higher rate will need to be identified for the remaining 2.5 years of the contract. There are cost savings benefits to sharing enterprise licenses across campuses and to staying on the same platform since employees can serve roles at both campuses. The new contract covers branch campus employees.

6. IT Enterprise Applications Workload (Alesia)
   a. Projects that have gone live in previous 3 months - deferred
   b. Projects starting in next 3 months - deferred
c.  Active Projects - deferred
d.  Escalations
i.  FLAC (Banner Faculty Load and Compensation, original request from faculty contracts)

SVP Rodriguez has requested this project be escalated. This is a Banner delivered module that needs to be implemented and integrated with other existing systems. Impacted units are Office of Faculty Affairs & Services (OFAS), HR, Payroll, and UNM Campuses. To begin implementation in November 2019, technical leads and business analysts currently working on other projects would be reallocated, and this project would be moved ahead of more highly scored projects. Theresa Ramos advised the escalation request comes from the Provost who sees a significant need for information about compensation and other faculty data to be more readily available. Alesia asked about duplicate work that OFAS has requested that could be built into FLAC. Theresa appreciates the work IT staff has been doing and agrees moving forward with FLAC would be more efficient than current piecemeal workarounds. Ava asked about HSC’s involvement; Theresa advised the current solution they have developed with Kevin is helpful for HSC’s process. Theresa suggested HSC should continue to work with Kevin. Pamela commented that a more comprehensive systems approach to managing this data is needed to support faculty recruitment and retention efforts. The Provost’s office has identified this project as a necessary priority to effectively support these efforts.

Committee members requested more input on the risks of moving this project above the others. If this project isn’t moved up, it would have been scheduled for July 2020. The affected projects are all in 600-900 range; functional groups would be impacted. Currently, FLAC is scheduled to begin in July 2020. Escalating FLAC would move it up by 8 months. Kevin discussed the impact on functional units since the FLAC project moves data collection to a significantly decentralized approach and the importance of ensuring units are trained and staffed to support this project. Theresa commented there is understanding of the impact at the department level; this is being discussed with chairs and deans to guide opportunities to streamline the processes and mitigate the impact on functional units. Committee members commented that it is necessary to support the key initiatives of the Provost’s office. It is also important to understand and communicate to leadership the impact of moving this project up on staff and other projects that are also meeting identified needs to support the University’s mission. Successful implementation of a project that represents such a significant change to functional areas’ workloads and ensuring readiness at that level is important to consider in making the decision to escalate this project. Ava discussed the importance as we continue to move to a decentralized approach of ensuring the systems that are implemented include appropriate accountability mechanisms for the work that had previously been managed through a centralized system. Without such mechanisms, compliance and audit reviews will require a move back to a more centralized approach.

Duane asked the team to provide specific information on the timelines for currently higher ranked projects with and without the introduction of FLAC. This would include impact on Banner self-service and the implications of delaying this project for up to 1 year. Chris discussed the importance of understanding the impact on functional versus departmental areas which is necessary to have a successful implementation.

**Action Item:** Alesia will work with functional areas and ERP leadership to provide the following details for affected projects: scorecard, benefits vs. risks/challenges of doing the project or not doing the project, what specifically will be delayed and its impact including timeframe for each element of the project.

Theresa agreed this decentralized approach will be a significant impact on departments and units. Duane would like Theresa to assist with ensuring the institutional knowledge related to
previous attempts with FLAC is incorporated into the decision process for determining if the project will be escalated and for any implementation activities. Theresa suggested there is pre-work that could be done with departments/units to understand their role in the project. Kevin suggested there may be elements of Banner 9 self-service that could be postponed if they were included in FLAC.

Duane asked that ERP leadership review suggested changes to projects and when possible provide a recommendation to this group for escalation requests. Adam discussed that the scorecard was developed 2 years ago and that periodic review to update as needed may be useful. Adam asked Theresa if there is a timeline for launching the project. Theresa advised it would be useful for SVP Rodriguez to share her thoughts on this at a future meeting.

ii. Web Time Entry – To assist with resolving overhead in some departments and IT as well as a 4 hour impact each Monday on payroll, the evaluation of Banner Web Time entry is recommended to start in February 2020. Various systems are being used so moving to one system is the preferred solution. Banner Web Time Entry is part of the current Banner funding line. This project was due to have started but reconciling some of the current systems to Banner Web Time Entry has been more complex than expected. Ava and Chris shared concerns about their departments not have the option to use a timeclock or have control for manual time entry from timesheets. Alesia is checking with Ellucian to determine if a physical timeclock can be used. Further evaluation of the impact on departments would be possible with the requested extension and provision of functional resources. Duane asked if departments could maintain their current system even if they move to Banner Web Time Entry; this needs to be determined. The committee approved the evaluation of Banner Web Time Entry and agreed to provide support from functional areas as needed.

e. Funding Needs
   i. Current
      1. Curriculum Workflow Catalog – The current workflow system creates the following challenges: requires significant upkeep and maintenance, uses legacy technology that doesn’t allow enhancements/changes, has security issues, and does not integrate with catalog software. The catalog doesn’t have reusable templates, print options, lacks automated workflows which requires significant labor hours and does not integrate with workflow.

     Pamela suggested it would be useful for herself, SVP Rodriguez, and Provost Holloway to be briefed on the impact and need of current priorities so they can better understand how their requests would interact with existing projects. This project will help meet the following challenges: impact to manage and maintain the current system, assist with recruiting, and reduce the burden of the current process to approve new courses and programs which impedes the ability of UNM/HSC/branch campuses to be current and relevant. Alesia’s team is working with units to see what funding they can provide to support a new system. Duane reminded the committee that the requesting area is the first potential source of funding, then executive leadership, and then this group can support the requestor to present the initiative to budget leadership team.

   ii. Future
      1. Integration/MDM Solution - postponed
      2. Enterprise Data Warehouse - postponed
      3. CRM – postponed
7. Future Agenda Items (All)

Next Meeting: November 20, 1:15-2:30 pm Scholes Hall, Roberts Room