

Advisory Committee for Information Technology

Meeting Notes

MEETING DATE: 1/19/11

TIME: 1:30-3:00PM

LOCATION: 61 Kerr Hall

ATTENDEES

M. Doyle, V. Steel, M. Cianca, B. Duisenberg, D. Hartline, A. Hesse, M. Kerschen, L. Kittle, S. Matthews, T. Lawson, C. McDowell, J. McFarland, P. McMillan, E. Mitchell, J. Phillips, J. Roeth, D. Sonnenberg, L. Swan (staff)

GUESTS

IT Review [G. Steel]

Discussion of ACIT approach to participation in review

Updates – Voice mail, Google, data clean up [M. Doyle]

Voice mail: current system from '91 is at end-of-life and no longer supported by vendor. New Black Box system will be leased for 4 years with implementation date of Feb. 16. Training is currently in progress. Difference from current system is imposed retention of messages, option 1) retain for 99 days (default) and 2) premium service with indefinite storage (at an additional cost).

Google: contract negotiations continue with General Council. Some language still unsatisfactory.

Data clean up: Office of Records Management is planning a disposition day for the end of April, date TBD, prompting an annual opportunity for review and disposal of electronic and hard copy documents. Disposal (e-waste, paper shredding) is currently being researched. This effort poses the larger question of what a department is the office of records for.

Network Service Level Agreement [D. Hartline]

SLA (document provided) defines service scope for wired network connectivity, covering operating parameters, hours of coverage, service response time and delineating between physical upgrades and operations. Committee was asked to review document and provide feedback to Doug by Jan. 31.

Assistive Technology, Web Accessibility Update, Input [J. Phillips]

ECommons and WCMS are currently under scrutiny for electronic accessibility. Assistive Technology Committee is looking at best practices, where adjustments need to be made and questions like what to do if a vendor provides a noncompliant system. Working with consultants in DRC to identify problems. Articles cited: Chronicle of Higher Education article in December 12, 2010 – *Colleges Lock out Blind Students Online* (<http://chronicle.com/article/Blind-Students-Demand-Access/125695/>), including a ranking of Best and Worst (UCSC is 166th out of 183); <http://chronicle.com/article/BestWorst-College-Web/125642/>

Local Services Directory [A. Hesse/P. McMillan]

Andrea and Peter are working with DLs to understand the breadth/depth of local CRM services. Not a service catalog or comprehensive service list, this exercise aims to capture operational/incident driven effort at the local level, refine service definitions, get valid data, investigate methods for consolidating effort and add in key divisional services that are not commonly offered.

PPS/HCM Update and Plans [M. Cianca]

Members of UC HCM Collaboration are UCB, UCI, UCSF, UCSF Medical Center and UCSC. Planning assumptions include single instance multi-campus implementation of HCM 9.1 (date TBD), phased deployment, pooling of staff and financial resources by partner campuses and anticipation of PPS Replacement Project outcome. IT Partners will lead infrastructure design while Financial Partners manage scope of deployment and service modifications. Shared work will include governance, software maintenance, customization development, data and interface management and system reports. Local work will focus on local configuration management, local component of interfaces, operational/Data Warehouse reports, business analyst work and local user support. Hosting, infrastructure and maintenance options are being considered, as well as a definition of support services.

ACTION ITEMS	ASSIGNED TO	DELIVER BY
Provide feedback to Doug on Network SLA document	Committee	Jan. 31, 2011

Next meeting: Wednesday, February 16, 2011, 1:30PM, 61 Kerr H: