

Advisory Committee for Information Technology

Meeting Notes

MEETING DATE: 11/16/11

TIME: 1:30-3:00PM

LOCATION: 212 KERR HALL

ATTENDEES

M. Doyle, V. Steel, M. Kerschen, B. Duisenberg, M. McCue, P. McMillan, A. Sahni, M. Leduc, L. Rhoads, D. Lewis, J. McFarland, M. Edmonds, A. Hesse, S. Matthews, T. Lawson, G. Gaither, M. Wagers, E. Mitchell, J. Phillips, J. Roeth, D. Sonnenberg, L. Swan (staff)

GUESTS

Steve Kennedy, Charlotte Moreno, Laurie Eppler, Mark Cianca, Jean Marie Scott

Google Update [S. Kennedy]

Overall, migration was very successful. Support Center team was prepared to receive over 1,000 tickets (3-tier support for 1.5 days) and received only 300, most of which were regarding configuring mail clients. ITS and campus partnered well with good field work done by DLs and LITs. The early adopter program proved very helpful, as well as Google guides. Team is currently investigating minor performance issues.

Reported problems include sporadic and minor temporary outages (“couldn’t find server” message) and some delays. Some mail is disappearing and showing up in personal Gmail account, and sender does not get cc’ed when using bulk mail list serves.

Questions: How has our migration compared to other institutions? What are we not hearing from campus users? Suggestion: Send out instructions about drafts issue.

ITS Review Follow Up and Next Steps [M. Doyle]

Mary received comments from Academic Senate Committee. There was less emphasis on technology and more on communication and governance structure. Mary will respond with goals related to communication. She has met with the Deans and will be holding periodic “Cookies and Conversation” sessions (first one is on Dec. 2). EVC and Mary will have closure meeting.

PPS Update [C. Moreno, M. Cianca]

Charlotte Moreno, Mark Cianca and Laurie Eppler provided a status up on the PPS replacement project. See attachments for details.

Winter IT Forum [M. Doyle]

Forum will be scheduled in late February or early March (TBD) to provide a campus venue for discussion/input related to ITS. There will be an open agenda for a 90-minute session open to campus. ACIT will sponsor. Mary will ask CCT to sponsor as well.

IT Planning (Creating a Vision) [M. Doyle]

Mary opened up discussion for what committee sees as the biggest issues in next few years. Feedback included:

- Mobility and mobile computing (already behind curve)
- Data storage (how to build environment to support faculty research)
- Accessibility, lecture and video capturing
- Digital assets/storage

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- Employee retention
 - Resources/funding
 - Making use of other Google resources
 - Aging infrastructure
 - Efficient communications
 - Physical security systems
 - Increased use of social networking
 - Faculty recruitment
 - Student labs and virtual labs
 - Funding Telecommunications Master Plan project
 - Research
 - Aging applications critical to business functions but no longer supported. Move towards hosted solutions.
 - Online instruction
 - Sustainability, use of virtual services

New Faculty/Staff ID Cards [J.M. Scott]

Project is underway to transition staff, faculty and graduate students from the current paper card to a standardized photo ID card. Recommended by the Safety and Security Workgroup, it is being managed, and one-time funded, as a security system service as part of the effort to create a baseline security standard. This will align staff and faculty to the current standard for student, which requires them to carry a photo ID card. Goal is July 2012 implementation. Though not part of the current project, card will allow other services in the future (Metro, dining, OPERS, library). See attachment for more information.

ACTION ITEMS	ASSIGNED TO	DELIVER BY
Mary to ask CCT to sponsor ITS forum	Mary	Next meeting

Next meeting: Wednesday, December 21, 2011, 1:30PM, 212 Kerr Hall