ITAC Minutes
March 22, 2012
GSC, Rm: 2605

Meeting Leader: Ron Szabo
Recorder: Lori O’Bannon

Attendees: Brad Steve Conway, guest attendee with Steve, Aaron Brender, Stephen Balfour, Henrick Schmiedeche, Jeff McCabe, David Sweeney, Jon Norton, Fred Fisher, Bill Chollet, Adam Mikael, Rick Young, Jim Blouse

Item 1: Approval of Minutes: Minutes approved

Item 2: Announcements: Discuss ITAC’s possible Retreat Topics:
Isaac, IT Governance, Framework Rules SAPS, Essential Elements Stakeholders

Item 4: New IT Trends: Nothing Announced

Item 5: Discussion of Rules and Saps Review: lead by Ron Szabo

- Committee discussed the process of implementing ITAC’s earlier participation in the Rules, SAPs and Policy deliberations that occur in the IPC meetings.
- Need a framework for offering recommendations and feedback.
- David Sweeney stated ITAC’s benefit to IPC is that the committee’s discussion and subsequent contribution would be from a technical and operational standpoint regarding IPC’s Rules, SAPs and policies; Whereas, IPC’s input would be from an administrative position.
- Ron Szabo asked the committee should “ITAC’s interjection of review have to occur,” as part of IPC process?
  - Committee agreed, request that opportunity for involvement to the IPC committee
  - In order to do so, ITAC would have to have both a commitment and, sufficient time to review SAPS, Rules and policies to have an impact.
- Ron went around the table to solicit feedback from members. All were in agreement.

Action Item:
ITAC has made a commitment to be a part of the process, work with IPC, ITRM and ITAC committee to produce the methodology of the working relationship

- ITAC will have a standing agenda item to review Rules, SAPS and Policies.
- ITAC has a commitment to be a part of that process, and has agreed to be engaged in the IPC process, the procedures/mechanisms to define and steer that working relationship are forthcoming. Further discussion on how to accomplish that goal will be conducted at the Executive Steering Committee Meeting.
Item 6: Stakeholders Lead by David Sweeney

- Identifying Stakeholders: 2011 Retreat topic: Charge is to Market and communicate to the University what ITAC does and the value of that work.
- Open discussion ensued to identify stakeholders and target sub sets of those populations. Who needs to receive the message of ITAC’s work?
- Who are we serving? Staff, Faculty, Students
- Steve Conway quantified IT staff are stakeholders: and decentralized IT staff, distributive decentralized IT staff, IT removed from his staff, are stakeholders- all affected by his work.
- David Sweeney led a lively discussion regarding students as stakeholders. Dialogue expanded from an individual student to perhaps a student government body better fitting the definition of a stakeholder- “a group that cares, and has some skin in the game,” A single students probably does not have a concern. It was mentioned even a student government body is a hard is a hard group to engage.
  o Steve Conway successfully interacts with a student government meeting a couple times of year; conversely, a couple of times of year, the student Body will come to Steve with a comment/ reaction. It is limited but a valuable exchange of ideas or information.
  o David Sweeney continued the conversation and added, “What mechanism do we have to connect with students, to give them a voice into the IT services provided? “
  o Stephen Balfour stated the University Student Government has a VP of IT and that person does represent student needs to the administration.
- AOC Deans: (Academic Operations Committee) Associate deans (no IT staff represented) deans are very much a stakeholder in IT issues.
- Own staff, our departments, additionally de- de centralized staff are stakeholders
- Adam Mikael states there is an entire population of IT staff not represented by their departments at ITAC that are stakeholders.
- Upper University executive admin: Dr. Cantrell reports to upper executive VP provost level, and president’s staff. (Stakeholders in that upper chain of executive management?)
- Allison Oslund interjects a survey created by Tim Chester, when he was CIO at Pepperdine, “Qual-Tech,” will be emailed to students, faculty and staff to serve as a University benchmark. The survey will rate minimum requirements of “What folks want and rate the expectations against actual current provided services.” (Might be a useful tool for ITAC).

Stakeholders- First run through: to be further examined:

- IT Staff: to include business administrators. Middle management
- Centralized IT
- Decentralized IT
- De-de centralized IT
- Immediate supervisors of ITAC reps
Stakeholders- First run through: to be further examined: cont

- AOC
- Student Governments: SABA
- CIS
- Risk Management
- Auditors

David Sweeney suggests a framework to determine ranking a stakeholder using ISAAC (RACI model)

(R)esponsible: Highest Stakeholder

(A)ccountable: Stakeholder

(C)onsulting: in the process, may or may not be a Stakeholder

(I)nformed: Not a Stakeholder, someone kept in the loop

- Method to possibly to assist in determining a Stakeholder, if it fits all RACI 4 categories, then it possibly necessary to expend time and resources to bring them in the loop. This framework assists Identifying/ Gaging stakeholders
- If we can determine who are our stakeholders; we can decide how to market ourselves to the community
  - Adam Mikeal disagrees and questions the thought process of why we are valuable is not the same as identifying stakeholders.
- David Sweeney replies the value we expend to communicate to groups of people and the value they take away/ and offer back to ITAC will be proportional to their level of commitment. (Don’t want to market our work to people that do not care)
- David Sweeney offers this year ITAC’s goal is to identify 1 -3 groups to create relationships. (Engage include and in return solicit communication).
  - Bill Chollet has a concern that ITAC could be over extending boundaries of the committee, “Are we, as a committee, roping in more territory that what we should?”
  - If Pierce is already meeting with students and committees, is there a duplicating of efforts, are we expanding scope unnecessary?
  - ITAC’s purpose is to serve to advise VP-APIT/ Dr. Cantrell. ITAC membership should get feedback from campus to feed into Pierce.

- David Sweeney states the need to identify stakeholders was identified at the 2011 retreat. So the aim is to narrow the list of people, not expand.
Item 6: Stakeholders Lead by David Sweeney  cont.

Stakeholders / Rank

- **IT staff units** (De-Centralized IT Staff) in units and depts.
- **Central Admin** (Centralized Staff)

- Regarding: #1 and #2 all IT folks: Allison Oslund explains working with Cheryl and HR to come up with IT list, Might capture 80 percent of folks. (Serve as a good starting place of those IT folks who do not have a seat at the ITAC table; otherwise, might fall through the cracks)
- **Supervisors**, Directors, Co-Directors, Deans ( Faculty)

Central IT is not higher (already engaged, central admin, do not have mechanism to communicate)

For example: Academic faculty maintain the I. R.B. (International Review Board regulatory policies for research) mandates no one could touch his/her computer. If there is a belligerent academic faculty member who will not comply with rules, he or she will just find services somewhere else; that mindset is going to get worse. If break TAMU rules, no consequences, If break I.R. B. Rules potentially faculty member can get fired. Need to engage and educate involve faculty regarding this compliance issue.

Item 6: Mobile Initiative Update- Allison Oslund

- Presently the Mobile Initiative Committee is comprised of: Member from the System, Mar/Com, The library, and Central It, and they meet monthly.
- Currently creating a website that will have content, a template to create web applications, and provide recommendations on responsive framework. Additionally, will offer code for ebwt practices. It is based upon the UCLA produce already discussed in ITAC and UCLA meets with the TAMU group, eventually use twitter foundation, link off, Will give code Xavier and Eric Beck in creating code.
- The goal is to hold classes to educate on how to implement mobile technology
- List serv will be up and ready for questions
- Pierce wants a committee formed to guide local strategy of the University
  - Allison asked for an Academic and ITAC member to be part of the committee:
    - Fred Fisher volunteered to rep. an Academic dept. and Adam Mikeal volunteered to rep. ITAC.
    - Stephen Balfour stated students were a primary user, and suggested the need for a student rep.

Meeting ended, and Ron encouraged members to continue conversations on line regarding mobile devices.