Item 1 IT Career Ladder Final Report

A. Becky Carr passed out copies of the career ladder report

- Items in Report Packet
  - Final Report
  - CIS Career Ladder Families
  - IT Ladder levels with required education/experience, expectations, starting salary ranges
  - Non-career ladder IT Titles
  - Final Drafts of new position descriptions for the recommended IT Professional Career ladder

- Subcommittee Members:
  - Initial: Lauri Brender, Becky Carr, and David Sweeney
  - Andy Bland added later since the Division of Finance was working on a similar project.
  - Patti Tidwell from Human Resources was added as a Subject Matter Expert to the Subcommittee

- Background
  - CIS developed a series of IT Career ladders several years ago with IT Families.
    - Families have consistent levels across ladders
      - Base level
      - Senior
      - Lead
      - Senior Lead
      - Chief
      - Description of nature of work for each level of career ladder
      - Required Education and Experience
  - Some CIS ladders designed for use only in CIS, others are appropriate for across campus
  - IT Associate and Senior IT Associate
    - Introductory positions
    - Great for those who are just getting started
    - Can transition into a career ladder
  - IT Manager
    - Across Campus this title has been used for general IT personnel.
    - The position description requires that IT managers dedicate 50% of their time to managing other employees.
B. Deliverables

- **IT Career Ladder Report**
  - **Recommendations of the Subcommittee**
    - Submit the IT Professional Career ladder to Human Resources for approval.
    - Update CIS career ladders to remove outdated terminology.
    - Encourage technology groups to shift away from stand-alone IT titles and into career ladders.
    - Routine review of IT Professional career ladder and CIS career ladders to ensure that terminology and salaries are up to date and appropriate.

- **New IT Professional career ladder**
  - Levels do not follow the CIS format.
    - Chief is a title most appropriate inside CIS.
    - A title structure similar to business professionals
      - IT Professional I
      - IT Professional II
      - Senior IT Professional II
      - IT Professional III
      - Senior IT Professional III
  - General responsibilities
  - Responsibilities in at least two specialized areas
  - These may not be perfect and any feedback would be appreciated.
    - This is a starting point to help retain IT people.
    - Addressing IT compensation was beyond the scope of this subcommittee.

C. Discussion

- **Senior Lead title requires enterprise level projects.**
  - This requirement for the senior Lead position limits advancement for IT people outside of CIS.
  - If a person does enterprise work outside CIS Senior Lead is still an appropriate title.
  - Defining Enterprise work
    - If an employee runs a system that supports an entire college this can be interpreted as an enterprise system.
    - It doesn’t seem reasonable to consider college-wide enterprise the same as university-wide enterprise work.
  - Employees from outside CIS can be awarded a Senior Lead position.
    - To have Senior Lead approved, someone in CIS will need to review the job duties for the position and make a recommendation to use the title.

- **Types of families**
  - A few CIS-only families describe services that only CIS provides (e.g., Security Analyst).

- **There is only one Chief per specialty.**

- **If needed, duplicates of CIS ladder could be used outside of CIS, but by sharing, the ladders will stay updated and consistent.**

- **The non-career ladder IT title**
  - CIS career ladders are well laid out with lots of details, this information is not provided in non-ladder IT positions.
  - The reason that details are unavailable is that no one ever wrote them, the positions are defined differently for each person who holds a position.
  - Some of the non-career ladder titles can be used to build a career ladder.
• Is it reasonable to recommend that some of the non-ladder titles be mapped to correspond with titles in the new IT Professional career ladder?
  o Example: Computer Systems Manager
    ▪ Often used as a generalist
• IT management is a discipline unto itself.
  o People at top of technical range should be compensated at the same level or higher than IT Managers.
  o People should be able to advance in the technical areas.
  o Managers should spend 50 percent of their time managing people.
    ▪ In small IT shops the lead person will not dedicate 50 percent to management.
• Moving an employee onto a career ladder or from one career ladder to another does not require opening and posting a position. It is considered a promotion or change of position.
• For the IT Professional ladder to be available, it needs to be approved by HR, VPAPIT and probably the President.
• What about compensating at a lower level?
  o The IT Associate titles are designed for inexperienced people and offer lower salary ranges.
• Do the recommendations include preventing use of non-career ladder titles?
  o No, we recommend moving people, if possible.
  o As people are moved out of the non-career ladder titles, we may see areas where further career ladder work is needed.
• Will ITAC review all ladders?
  o Definitely the one that we created
  o Likely the broadly used ones
  o This will mean reviewing consistently
D. Fred Fisher moved to accept the recommendations of the IT Career Ladder Subcommittee.
  • Jim Rosser Seconded.
  • DECISION: Unanimously approved.
E. IT Career Ladder Subcommittee will be dissolved.
F. Compensation
  • There has been a lot of conversation about compensation.
  • We've asked HR about the topic of compensation.
  • They will provide a special presentation to ITAC about compensation
    o Using ITAC as a pilot for doing the presentation across campus
    o Since compensation is not within the scope of ITAC, the presentation will be outside of the meeting, immediately following the next meeting: February 10th at 10:00.
  • If possible in your schedule, please stay for the presentation.
  • Can we bring others?
    o If you have someone specific you would like to bring, that should be fine. Please limit to senior people to avoid overcrowding.
G. Dr. Cantrell’s comments about the IT Career ladder report were all positive.
Item 2 Student Affairs Printer/Copier Project
A. Division of Student Affairs recently completed phase two of its copier and printer study.
B. Phase 2 was about utilization
   - Identify areas for savings
   - Examining monthly bills
   - Average waste was 39 percent.
     - Underage is a huge problem, some departments would have saved money had they just
       paid by piece.
     - People buy bigger than they need.
   - Recommendations for reducing waste
     - Print to copier.
     - Consolidate where appropriate.
     - Use historical data to size contracts appropriately.
   - Replace individual office printers by printing to the copier
     - Complaints
       - Security
       - Accounting
       - Laziness
   - Contract Terms
     - Annual Meter
       - If you have peak printing times, annual metering may reduce waste on your contract.
       - My need to monitor usage monthly to be aware of reaching your contract limits.
   - Phase 3 of project is specific recommendations for improvements within the Division of Student Affairs.
B. Discussion
   - This data is very useful data.
   - What feedback did you receive internally?
     - Many were shocked and very impressed by the data.
       - Wanted to let everyone on campus see the data.
     - Just knowing the data can save your department money.
   - Big problem is under-utilization.
   - 25,000 monthly allotment looks appealing, but is beyond the needs of most departments.

Item 3: IT Forum Survey Results
A. Results
   - Average Attendance: 5-6 times per year
   - Almost 70% view from desk.
B. ITAC presentation at IT Forum in June
   - Email Retention
   - IT Career Ladder Results
C. David’s copiers and printers presentation should be included in an upcoming IT Forum.
Item 4: Open Discussion
A. If you have agenda items for the ITAC agenda, please recommend during this meeting, or email Lauri Brender or Ron Szabo, before the Wednesday in the week prior to ITAC meetings.
B. Subcommittee updates next time and setting up a new exploratory committee in the next ITAC meeting.
C. Laptops for each Student
   - The College of Engineering’s Shared Services Committee is discussing the possibility of providing a laptop to each student instead of having student labs.
     o Either furnish or require laptops for students.
     o The committee would like to move forward with this.
   - Idea has been brought up on campus many times
   - Need to see history on it
   - Most colleges aren’t wealthy enough to do that.
   - Around 90 percent of students bring their own laptop and don’t want another.
   - Air printing for students who own laptops.
   - Labs are always full of students who want to use a computer, but don’t want to carry Laptop to campus.
   - At TAMU Galveston the trend has been as computer ownership increases computer lab usage increases.
     o Students don’t want to carry around a laptop
       1. Security
       2. Weight
       3. Need power
     o Specialized software in labs
   - Tablets are becoming popular quickly, so laptops may not be portable enough.
   - Short agenda item in next meeting.