Minutes

IT Advisory Committee Meeting
September 13, 2012
8:30 - 10:00 a.m.

In Attendance: Stephen Balfour, Erick Beck, Andy Bland, Aaron Brender, Becky Carr, Bill Chollett, Steve Conway, John Kovacevich, Jim Culvar, Fred Fisher, Mark Harris, Tom Lyster, Pete Marchbanks, Jeff McCabe, Adam Mikeal, John Norton, Allison Oslund, Ron Szabo, Ethel Vaught

Outgoing ITAC officers, Fred Fisher, Ron Szabo and Becky Carr were recognized for their service. Incoming officers, David Sweeney, Adam Mikeal and Andy Bland, were inducted. Special thanks were given to Allison Oslund and Lori O’Bannon for their contributions.

Item 1: Approval of Minutes
Minutes from the August 9, 2012 meeting were approved.

Item 2: Announcements

Email Survey
The email survey was sent to the ITAC listserv for review. The survey was reviewed by Student Life Studies, which provided valuable input.

Should the survey be sent to all IT professionals or to specific unit representatives?

- Can send more than one response per college? Yes
- What is harm of sending the survey out more broadly? May need to eliminate duplications, may get inaccurate information by those who should not be completing survey.
- Need to be sure all administrators of email systems get the survey, not all represented in ITAC.
- First question can be "Do you run an email service?" or "Are you responsible for the email service for your unit?" to eliminate those who should not be completing the rest of the survey.
- Ask for full domain name of the email server that they run.

Need to collect information first before filling out survey.

- Attach a Word document with the questions when sending out the survey link.

Question about email service needs to reflect whether an open source or licensed service, and whether a licensed interface is used that leverages an open source service.

Is there a question about costs per license? Yes

Action item: David Sweeney will send another draft to the ITAC listserv.
**ITAC Summary Minutes**
ITAC summary minutes will no longer be provided by the Communication Subcommittee. The Executive Steering Committee will review the minutes each month. Key points will be decided and will be sent to the IT Forum listserv.

**Action item:** None

**Item 3: New IT Trends**
Some colleges are purchasing mass licenses of virtualized image software to their campus members. All students, faculty and staff can receive an official university VM on their computers. Provides software standardization and could reduce administrative costs. Liberal Arts looked into similar solution, was very expensive because of high hardware costs.

**Action item:** None

**Item 4: Communications Subcommittee Volunteers**
The Communications Subcommittee works on meeting minutes, agendas and other communications material. They will be managing content on the ITAC website. Serving on the committee is not very time consuming, every other month for two hours.

Erick Beck and Tom Lyster answered the call for volunteers. Bill Chollett will also continue to serve.

**Action item:** None

**Item 5: Creating a Standing IT Forum Subcommittee**
The structure of IT Forum has changed in order to increase attendance and participation. Three meetings per year will be driven by an agenda from central IT. The other three meetings will be run by ITAC, featuring a guest speaker and discussion facilitated by ITAC members.

Should a standing subcommittee be formed to manage this new responsibility? Yes

Steve Balfour will chair the subcommittee. Adam Mikeal and Allison Oslund answered the call for volunteers.

**Action item:** David Sweeney will send announcement to the listserv for other volunteers.

**Item 6: Review of Subcommittees**
The current subcommittee list was reviewed (http://itforum.tamu.edu/IT_Advisory_Committee/Subcommittees.php).

**Identity Management Subcommittee**
The original subcommittee charge has been accomplished. However, new identity management issues are emerging, which are outside the scope of the original charge.

Should an exploratory committee be created to define new charge and deliverables regarding new identity management issues? Yes
Aaron Brender and Fred Fisher volunteered to serve on the exploratory subcommittee.

**Action item:** Aaron will contact Cheryl Cato and Tom Golson to see if they want to join.

**ISAAC Redesign Support Subcommittee**  
Steve Balfour and Aaron Brender have been asked to provide input with third-party redesign.

Should this subcommittee be decommissioned? Yes

**Action item:** None

**IT Best Practices Metrics Subcommittee**  
The subcommittee is working on the draft report, which is 85 percent complete.

**Action item:** None

**Passwords Best Practices Subcommittee**  
Deliverables completed. Should the subcommittee be decommissioned? Yes

**Action item:** Michelle Osterholm will add the final report to the ITAC website.

**Business Continuity Subcommittee**  
The subcommittee has completed the draft report and is finalizing content. The report should be complete by the end of this calendar year.

**Action item:** Michelle Osterholm will add this subcommittee to the webpage.

**Standing Subcommittees**  
All standing subcommittees will be continued.

**Action item:** Michelle Osterholm will add the IT Policy and IT Forum subcommittees to the webpage.

**Item 7: Instructional Technology Committee Liaison**  
Jim Snell, director of Instructional Technology Services, requested an ITAC member for their Instructional Technology Committee.

Steve Balfour is already on the committee as the Liberal Arts representative. Adam Mikeal may need to start attending because Architecture does not have a representative. Pete Marchbanks attends for Pierce Cantrell.

Should Jim Snell attend ITAC meetings as an ex officio? Yes

**Action item:** David Sweeney will contact Jim Snell.

**Item 8: FY 13 ITAC Goals from Retreat**

**Shared Services**  
Both goals were approved. Discussion on Goal 1 will proceed in the next ITAC meeting.
Referring to Goal 2, what will be in the implementation plans? They will not include technical execution plans. They will plan for factors that will arise with university-wide implementation, including funding, communication and change management. Implementation plans may need to be different for each service.

Should other goals be added? Other goals will probably arise if we are successful with the first two goals, but not ready to add any goals now.

**Action item:** None

**Funding Model**
Wording should be modified to "Develop and recommend a funding model..."

Pete Marchbanks stressed the importance of an honest cost appraisal of running a service. CIS costs are vetted by Finance. Some are not factoring in all business expenses when deciding a central service is more expensive than running it themselves. We need to show that a campus-wide service is advantageous for the university. He stated the urgent need to move forward on this goal, since the funding model for network, an important university resource, is already broken. Budget cuts have made it impossible to raise rates. Therefore, costs are not being recovered.

Research into funding models of peer institutions will be conducted by a subcommittee. Peer data is necessary to help make the case for IT budgets.

Considering specific services such as email or the network to move forward and how to measure "advantageous" were discussed.

The goal was approved.

**Action item:** Andy Bland will need to add new wording to the goal.

**Leadership of IT Innovation**
The use of surveys about cloud services and mobile computing was discussed. Surveys may not provide the information needed to move forward. Focus groups may need to be employed. Liberal Arts is embarking on a comprehensive IT review with a consultant. Their information may be valuable for this goal.

The information sought should be tied to strategic goals. However, Action 2015 has no specific IT goals. Statistics about effectiveness of IT will be valuable in the upcoming assessment. Need to quantify efficient use of funding.

Should the specific bullet points about surveys be removed from the goal? Yes

**Action item:** Executive Steering Committee should change wording of the goal and remove bullet points about surveys.