



Attendees:

Area	Name	Status	Area	Name	Status	
Academic Affairs	John Pelissero	In Attendance	ITS/Facilitator	Susan Malisch	In Attendance	
Academic Affairs	Nancy Tuchman	Absent	ITS	Jim Sibenaller	In Attendance	
Advancement	Jon Heintzelman	In Attendance	Student Develop.	Rob Kelly	Absent	
Facilities	Phil Kosiba	In Attendance	Guests:			
Finance	Bill Laird	Absent		ITS	Leilani Lauger	In Attendance
Human Resources	Tom Kelly	In Attendance				

Welcome, Meeting Purpose & Agenda

The meeting commenced at 1:35 PM with a review of the agenda. The minutes from the October 7th meeting were reviewed and approved as written.

FY11 Technology Scorecards

Susan reviewed the ITS Technology Scorecards highlighting key changes within each category. Relative technology health continues to improve but in smaller increments than past years. The scorecards are subjective ratings of health for defined categories designed to foster discussion across the university, particularly around those areas where opportunities for improvement exist. This version is in draft form pending comments/changes recommended by key stakeholders. Highlights:

Academic & Faculty Support – Overall the scorecard moved forward with a 2% improvement over last year. Classroom Technology & Support has moved backwards, due to a perceived increase in classroom capture requirements that have not been fulfilled. Learning Mgmt Systems improved due to the expanded use of Blackboard with the community system & mobile capabilities launch. Advising has not improved in relative health although several projects underway there should demonstrate marked improvement in the near future; Academic Affairs should rate this. The Research Data Center is noted as a significant improvement in supporting the Research Services area.

Administrative Technology – Overall the scorecard moved forward with a 7% improvement over last year. Although a highly successful enterprise project, ECM is moved backwards due to the backlog of requests not addressed and increased resource constraints. For Event & Room Scheduling the SMART audit results recommended some process improvements that are under review.

Student Technology – Overall the scorecard remained unchanged from last year. Student email; the proposed Gmail effort is on hold but we have expanded student storage space to address immediate needs. Two new items added to this scorecard are Multimedia Labs & Mobile Applications. Wellness moved backwards slightly due to increased needs for integration and the need to identify a functional expert to support the department.

Infrastructure – Overall the scorecard moved backward with a 4% decrease from last year. Our BCDR planning is out of date and inadequate for current needs; a reassessment of our plan by CDW is underway with recommendations to action in 2011. Desktop platforms moved backwards; an assessment of Novell as a long term solution is underway; we are also a bit behind where we would like to be on the Windows 7 rollout.

Continuous Service Improvement – Overall the scorecard moved forward with a 3% improvement over last year. Research & Development has improved slightly. The technology roadmap and assessment process for technology changes are established, but resources/capacity are constrained. Support and coverage strategies for international & remote sites needs to be reviewed in light of the Rome renovations and additions of Cuneo and LUREC.

Governance & Funding – Overall the scorecard moved forward with a 1% improvement over last year. Resource utilization within ITS is above capacity in many specialized areas and needs to be analyzed in more detail in order to continue the current level of service.

Susan asked for feedback on the future use of the scorecard as a tool to review our opportunities and the current health of technology & systems. Susan also recommended that a third party ITS assessment could be utilized as a next level of

maturity to validate systems, technologies & ITS process. All in attendance were in agreement to keep the scorecard and to consider an assessment.

BCDR Assessment and Review

The BCDR critical system rankings from March of 2006 were reviewed. Susan noted that the plan is out of date, inadequate and needs to be updated. Dan Vonder Heide will lead a group that will review two key components of disaster recovery planning; recovery time objectives and recovery point objectives. Dan will be working with CDW to update our current plan and determine the next steps. Our use of virtual servers and the WTC data center will provide some options for failover and recovery that we didn't have previously when the old plan was developed. *Task: Susan will share results of the updated information with the group.*

Project Portfolio Prioritization

Jim and Susan reviewed the ITS project portfolio numbers. The FY11 Q1-Q2 portfolio grew to 253, with 138 items being forecasted as completed. In the prior period 137 items were forecast as complete with only 118 actually completing, a 15% difference. "Forecasted complete" will be a new metric going forward to address discrepancies. The current Plan of Record for ITS FY11 Q3-Q4 is comprised of 130 projects, tracking in line with our averages. The portfolio distribution across the five strategic categories also remains consistent with a slight increase in service-based projects (up 5% from last period). The A priority project list was reviewed and several B priority projects were highlighted including; Enterprise Portal (new), R+ Replacement (new), PSS 1398 budget enhancements, PSS 897 emergency response website, PSS 1450 & 1148, conference services improvements to interfaces, PSS 1338 automation of the budget transfer process, PSS 1163 Loyolabook for Law School, PSS 963 website for council of regents, multiple ECM efforts projects in rows 82-86 and multiple LOCUS enhancements in rows 91-101. *Task: ITESC members to submit their prioritization results by December 17th.*

Copier Security

Leilani Lauger reviewed the options and benefits of securing/removing personal and private information from the hard drives on copiers. We have 76 copiers at the university that have hard drives within them that could contain protected & private data. The recommendation was to purchase a Data Overwrite Security System (DOSS). DOSS overwrites the sector of the hard drive used for data processing after the completion of each (copy/print/scan) job. DOSS also offers the option of overwriting the entire hard drive up to nine times at the end of a lease or in the event a device is moved. Estimated cost, before negotiation, is approximately \$16K to cover current copier inventory. All in attendance were in agreement with this approach. *Task: Susan to share the recommendation to Finance/Purchasing for execution.*

The meeting adjourned at 2:55 pm. Next meeting is scheduled for January 6th. The tentative agenda of the meeting will include an LUMC Update, Steering/Prioritization Results, and a Technology Briefing. *Task: Invite Art Krumrey, Ron Price & Roger Russell to the January ITESC to specifically discuss inter-related university systems/processes.*