Bozeman IT Council Minutes
9:00am Wednesday December 11, 2013
President's Conference Room

Martha Potvin, Chair

Anne Camper

Brett Gunnink

Ross Snider

Terry Leist

Anne Milkovich

Stephen Rowe

Others in Attendance:

Heather Griner

Erica Jansma

I. Call to Order

II. Announcements

III. Approval of minutes

✓ The Council approved the meeting minutes from November 20, 2013 meeting.

IV. Discussions

A. IT Council Charge

   a. Approval from President Cruzado of the IT Council Charge is still pending.

B. Login Simplification communications, engagement

   a. Pol Llovet spoke to the Council about the Login Simplification process that is being done in conjunction with the Active Directory redesign to unify the username and password process around the NetID. The Council discussed the importance of communication between constituents and distributed IT administrators to keep both parties informed of issues and updates, and to prevent disruptions during the implementation of Login Simplification. Pol will write up a communications describing the Login Simplification process and what constituents should expect. Council members will send the information along to other directors, board members, faculty, etc.

C. Portfolio prioritization

   a. The Student Client Relationship Management tool was originally on the agenda and postponed until the following meeting for discussion when Robert Marley can attend as Executive Sponsor to represent the interests of Student Success. The Council had the option to either postpone the discussion entirely as proposed, or postpone the discussion but meanwhile approve the publication of the RFP, the responses to which would inform the discussion. Publishing the RFP in parallel with the discussion would reduce delay following the discussion; however, if the Council then determined it was not ready to proceed with the Student CRM investment as the highest priority, MSU would have invited vendors to go to great lengths in responding to an RFP they did were not ready to pursue. In light of an anticipated, potentially relevant visit by EAB, the Council opted not to proceed with the RFP until the agenda item can be discussed next month with Robert Marley present.

D. IT Funding Model

   a. ITC plans to overhaul its funding model, service catalog and charge back model. There are other funding models available that will serve ITC and its constituents better; IT plans to assess cost of services to make an informed decision on which model is the best choice. The assessment can be done internally or it could be done by a third party consultant. Anne Milkovich asked the Council if there was a preference for a consultant or an internal assessment. The Council decided an internal assessment could be done first, and if more detail is needed upon review, the discussion for a

consultant could reopen. The Council discussed the pros and cons of central-based funding and charge-back funding, and suggested making a distinction between fixed costs and variable costs.

E.   The Council decided to begin meetings at 8:45 am from now on to add extra 15 minutes of discussion.

F.   Decisions and Actions

   a.   Send out communications for Login Simplification (Pol Llovet, Martha Potvin)

   b.   Hold RFP for CRM software until the agenda item can be discussed in January.

   c.   Begin Service Catalog/Cost Assessment of ITC funding model (Anne Milkovich)