

IT Council Minutes

Wednesday, July 9, 2014
President's Conference Room

Martha Potvin

Ross Snider

Others in Attendance:

Terry Leist

Adam Edelman

Eric Wold

Chris Kearns

Anne Milkovich

Rich Shattuck

Brett Gunnink

Jerry Sheehan

Signe Lahren

Desirae Lindquist

Erica Jansma

- I. Call to Order
- II. Announcements
- III. Approval of minutes for Wednesday, June 11, 2014

MINUTES APPROVED

- IV. Discussions

- A. Enterprise Projects for FY 15.

The hope for FY 15 is to initiate two Extra Large, one Large, one Medium and one Small project. Medium and Small projects will be completed more rapidly than Large or Extra Large, possibly on a quarterly basis. The Council reviewed a timeline of existing projects, available resources, and expected dates to begin new projects through January 2015. Currently ERP resources are at capacity or over-allocated into mid-September. The Council discussed the importance of considering available resources to maintain projects once they are completed, and reviewed a list of the existing Maintenance of Business (MOB) tasks that occupy an estimated 85% of ERP resources year-round.

The Council discussed eventually developing a protocol to assess the MOB tasks periodically to help reduce maintenance costs and efforts. The Council also discussed the option of developing a protocol to better gate projects at the division level before reaching the PMO for prioritization. The current process informally confirms the project request with the executive sponsor and campus-level councils as part of entering the request into the portfolio. Developing a more formal protocol could help structure the project prioritization process further.

Program plans have been drafted for the CRM and EDW projects. They will be reviewed by project and executive sponsors to assess resource requirements, and then reviewed at a system-wide level for resource requirements. The anticipated timeline is to have the requirements identified and program plans finalized by August in order to begin work on the projects by September.

The Council discussed new requests that have come in since they prioritized the initial set of projects and issues about estimating the scope of the requests. In some cases, such as Student Emergency Contact Email (also a part of the Directory Data project already prioritized by the councils), the scope is relatively small and can be absorbed without additional prioritization. In

other cases, such as Parental Email, the scope may appear small to the requestor but be more involved than it appears. As new requests come in, the PMO creates a business case to assess the complexity of these issues and if they should become own projects entering the prioritization queue or if they are operational and can be absorbed.

Jerry noted that a Technical Director is a needed and missing resource to provide advice on current ERP trends and recommendations for our institution, in place of relying on a vendor for that information.

B. Security Training Update

As discussed in the previous meeting, we have the opportunity to provide a mandatory security training to faculty and staff that would offset the insurance costs for procuring it. While the Council decided it would not be realistic to get 100% compliance on a mandatory training, more security training and security awareness is a dramatic need for the University. It is more cost effective to train people on best security practices than to purchase more high-end tools to combat security issues.

Rich Shattuck has researched training modules from SANS, the security training company, and found a plan for system-wide security training that would cost approximately \$15k for 2 years. The training modules are about 30 minutes total, covering both general security best practices and content specific to information security at MSU. For an additional \$2,500, SANS will assist in posting training modules to our own learning management system, D2L, where participation can be tracked.

Adam and Rich will review the training options further and present a more fine-tuned plan to review in August, with the anticipation of some kind of increased awareness efforts beginning within the next 90 days.

C. Site Licenses:

Adobe Licensing Update

The Adobe contract has been signed, resulting in 100% of workstations covered for Acrobat Pro and 20% of workstations covered for Creative Cloud Suite. The Creative Cloud coverage allows for home use for faculty and staff who use it. The Creative Cloud Suite will not be offered to students, as we do not have the resources to manage student licenses; however, all student computer labs run by the IT Center will be equipped with it. There are deployment details to work out before releasing to campus. We currently do not know how many workstations are owned by MSU or how many workstations use Creative Cloud. Fully deploying LANDesk across campus will resolve that issue as well as allow more efficient remote-access desktop support when appropriate.

Security Certificates

We have the opportunity to buy SSL certificates in bulk that would allow everyone system-wide access; right now, the SSL certificates are purchased individually. There are budgeting questions that need to be addressed.

D. Telephone Voicemail Upgrade

The voicemail upgrade to Aura Messaging will occur on the morning of Tuesday, July 22. The transition will take an hour of downtime and occur around 5 am. It is a critical upgrade since

Meridian Mail, the former system, is no longer supported. Stay tuned for communications detailing the upgrade steps. There are many features available through Aura Messaging, including receiving voicemail via email, however the more advanced features will not be supported at this stage of the upgrade. Details about when more of the features will be supported will be sent out in later phases of the project. Along with communications about the upgrade, there will be training provided that faculty and staff are encouraged to attend.

V. Action Items

Owner	Action	Due
Adam, Rich	Fine tune security training plan and present to Council in August for further review	Aug. 13

Next Meeting: Wednesday, August 13, 2014, President's Conference Room