# Bozeman IT Council Minutes

# 9:00 am Wednesday, February 11, 2015

# President’s Conference Room

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| **Voting Members** | **Others in Attendance** |  |
| Martha Potvin, Chair | Signe Lahren | Lindsey Jackson |
| Ken Kurtenbach | Jerry Sheehan | Matt Rognlie |
| Brett Gunnink | Adam Edelman |  |
| Chris Kearns | Desirae Lindquist |  |
| Ross Snider | Eric Wold |  |
| Terry Leist | Mike Wright |  |
| Dylan Erwin | Justin Shanks |  |

1. **Call to Order, Announcements, Approval of January Minutes**

Motion made to approve minutes, motion seconded, all in favor, approved.

1. **Governance – Jerry Sheehan**

There are currently multiple layers of IT governance. Jerry would like to suggest some structural changes. The Enterprise Governing structure functions to provide focus for 4 campus ERP projects and prioritization. There is a quarterly meeting set up now to meet with the 4 campus CIO’s or their delegates. This is to provide information sharing and discussion of 4 campus projects, issues, etc.

There is a Bozeman IT Council currently in place that meets monthly. This group is focused on IT needs and policy issues related to Bozeman. In the past few months, this group has also focused on ERP projects. This forum has also been used for technical updates. In many cases, some of the information in the Enterprise group overlaps with the IT Council and there are several of the same people in both meetings.

The other group that meets is the IT leads for different divisions within the Bozeman campus. Many of the people in this group are also part of the IT Council.

Finally, there are also monthly All Hands Meetings for ITC to discuss strategic and operational issues pertinent to the unit. This seems like a lot of meetings with the same people and the same content. Jerry would like to find an opportunity to have more strategic discussions with specific IT people so that information can then be brought up to the Enterprise level.

The only way the Councils engage with students right now is through the student representative at the IT Council meeting. There should be more opportunity to engage with students in a different and more effective forum.

The following changes to the current governance structure was proposed:

* Establish Executive Committee of the Bozeman IT Council
  + Chaired by the Provost with current voting members of Council as representatives.
  + Group will meet on a quarterly basis.
  + Primary focus will be strategic and policy based. Will also review technical recommendations from the Bozeman IT Council.
* Bozeman IT Council
  + Chaired by the MSU CIO.
  + Membership extended to all IT leaders on campus with IT management responsibilities.
  + Group will meet on a monthly basis.
  + Primary focus of the group will be technical with any recommendations going to the Bozeman Executive IT Committee for review.
* Engagement with ASMSU & Students
  + Investigate ASMSU Interest in technical subgroup to meet 1:1 with CIO on quarterly basis.
  + Annual update to Student Senate.
* Promote Cross Campus IT Conversations with Town Halls
  + Quarterly Town Halls open to all of campus
  + May have specific off cycle Town Halls as needed, for example in Research.

Terry said he would like to see the Executive Committee making more long term policy decisions with the input from the IT Council. This will be important for capital planning.

Technical ideas that are developed in the IT Council would then be brought to the Executive Committee. Also, the monthly discussions from the IT Council would go to the Executive so that the Executive can stay up to date on discussions. Then those monthly meetings would be summarized for quarterly reporting to the Executive.

If there are things that are of concern that are not just ERP projects, the system level concern would most likely go to the 1MSU Council and informed by an IT person.

Martha noted that Jerry should be a voting member of the Executive IT Committee instead of an ex-officio member.

There was discussion that an amendment to the proposed motion be made to include Jerry as a voting member of the Executive Committee. The Executive Group will have the same voting members as the Bozeman IT Council with the addition of Jerry.

A motion was made to approve the following changes to the Bozeman IT Council:

* Create an Executive Committee of the Bozeman IT Council
  + Advisory to the President.
  + Chaired by the Provost.
  + Amended to include: Jerry Sheehan, Chief Information Officer, Bozeman Information Technology Center.
  + Meets on a quarterly basis with a strategic and policy focus.
* Reconstitute Bozeman IT Council with new members and mission
  + Chaired by the CIO.
  + Membership from IT Managers across Bozeman campus, administrative and academic Invited.
  + Advisory to the Executive Committee of the Bozeman IT Council.
  + Meets on a monthly basis with a technical focus.

Motion seconded, approved by Terry, Ken, Ross, Eric (for Chris Kearns) and Martha.

All in favor, approved.

1. **Updates**
   1. **Solicit and review NEW small project requests – Jerry Sheehan**

CRM - The CRM RFP was published on Monday. It will be published for approximately five weeks.

EDM- There has been significant time spent with Ellucian trying to determine what software and licensing MSU owns. Currently the team is waiting for a final SOW, license agreement and any additional costs. The team should have some answers by the end of this week.

College Scheduler- This software provides a way for students to have a visual interface to design schedules around certain constraints and preferences. Software install is complete. The functional group is now in the process of testing to determine what items may need to be customized. The goal is to get it ready for use by spring orientation.

Plan is to start with incoming freshman, but the idea is that it will be used for all grade levels and that it will at some point integrate with DegreeWorks.

There have been no small project requests that have come forward. There is one project related to faculty evaluation that is a paper transaction that could be done in operational reporting. The school of business will pilot this small program.

Adam noted that course evaluations allow for paper or electronic submission and currently there are about 15 different forms. First, MSU should move to a standard form that will allow us to adopt a tool that would be electronic. This information should also be pulled into Activity Insight.

There needs to be a standard form that needs to be defined for faculty evaluation. It is time consuming and painful.

Student evaluation of faculty is the point of this project. This is not part of the Activity Insight tool.

This should be done programmatically instead of by Argos, spreadsheets, etc.

Jerry said that the pilot with school of business would hopefully drive a need for a more functional tool that will resolve the inefficiency of the current paper process.

1. **Institutional Infrastructure, Wireless - Jerry Sheehan**
   1. **Field House**

* Deployment made to support Commencement and Graduation with residual benefit to other events
  + New concern over concert promoter requirements
* Architecture Defined by Aruba Large Scale Venue Technical Team
  + 24 wireless access points for arena, 50% use
  + Support 2400 concurrent users
  + What has the experience in the Field House been?
    - Phil Phillips: 675 users, 25 mb/s
    - Commencement: 975 clients.
  1. **SUB & Library**
* SUB was an Early Deployment Site for First Build Out of WiFi on Campus
  + Aruba 105 as access point, supported best available technology “N”
  + Density of usage has been a challenge in the environment
  + Upwards of 100 cellular phones on average using hotspots daily
  + Substantial technology change since initial deployment, new protocol of AC superior bandwidth to N
* Will Replace the Aruba Model 105s with new 215 Access Points.
  + Should increase coverage of each access point and mobile end user experience
  + Evaluate if we should use as an approach for library, etc.

The idea is that some of these access points would be repurposed and ITC can look at newer technology that would enhance student experience.

* 1. **Institutional Infrastructure 0365 Update – Jerry Sheehan**

Pilot Office 365 migrations in each campus based on the following agreed upon schedule – Although additional resourcing was introduced to keep timelines, the schedule was followed with little variation.

* Infrastructure implementation (9/15 – 10/3)
* Bozeman implementation and pilot migrations (10/6 – 10/24)
* Billings implementation and pilot migrations (10/27 – 11/12)
* Great Falls implementation and pilot migrations (11/13 – 12/3)
* Northern implementation and pilot migrations (12/4 – 12/19)
* Final documentation and Dell support window – remote (12/29 – 1/9)

A technical debriefing was done. Each campus us looking at what are reasonable time lines to move forward. There is a commitment to use the same infrastructure.

One use case was that Bozeman wanted to share calendaring information for all campuses. In October, Microsoft said we don’t have to collapse our AD domain.

The plan is to go to administrative units and then engage with academic units. This will take a substantial amount of time.

Ross inquired about Gmail account users. There was a system decision that there will be one supported environment which is 0365. Faculty can still use Gmail, but the institutional supported system will be 0365. It is important to note that there is no mailbox limitation in 0365.

The timeline and administrative units that will engage in the roll out will be defined by the end of February.

* 1. **Instructional Technology Accessibility – Lindsey Jackson**

Lindsey has been working with the Missoula office for a visit from MSU. There is a group of 10 plus people that will go to Missoula to view UM’s Electronic and information Technology Accessibility (EITA) program.

* Electronic and Information Technology Accessibility (EITA) addresses web, instructional materials, software, hardware and systems accessibility
* Members of EITA group from MSU Bozeman and representatives from ITC to visit UM March 18-19, 2015
* UM EITA representatives will provide presentations on their new EITA implementation plan, policies, standards, services, communication strategies and faculty/staff training

The plan is to set up time to meet with MSU’s counterparts at UM to discuss the technology and accessibility issues. The goal is to go on a fact finding mission for MSU implementation. MSU is trying to leverage the expertise UM has with EITA.

**FINAL DISCUSSION:**

Since there are no small projects in the queue for discussion and prioritization, Martha inquired whether International Travel Tracker could be a possible project to move forward. This project is currently ranked as a medium project.

The PMO will inquire with the ESG leads regarding the scoping of this project, the projected time allocation and whether or not this is a project that could be “fit in” in relation to the other prioritized projects that will be moving into technical implementation.

1. Current Action Items

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| --- | --- | --- |
| Owner | Action | Due |
| Signe/PMO | Discuss time allocation for International travel tracker project with ESG Leads and Adam | Response by next Council Meeting. |

# Next Meeting: TBD based on the organizational changes approved at this meeting.