

**Information Technology Committee (ITC)**

**Minutes**

**Sept 27, 2011**

**Candelaria 0315**

**3:30-4:30pm**

- I. Call the meeting to Order
- II. Roll Call/Introductions
  - a. Attendees: Charlie Couch, Samuel Dong (for David Kendrick), Levi Fullerton, Randall Langston, Shelly McCarty, Bret Naber, Caroline Norton, Helen Reed, Ryan Rose, Scott Schuttenberg, Tom Smith, Paul Squillace, Cody Stone, Jeanette Van Galder
  - b. Absent: Linda Black, Sean Broghammer, Charmayne Cullom, David Diggs, Priscilla Faulkner, Mark Fetkewicz, Ronna Johnston, Valerie Middleton, Tod Sedbrook, Paul Sharp, Jeanie York
- III. Call for General Announcements or Requests to Change the Agenda
- IV. Old Business & Topical Reports
  - a. No further discussion on the 2011-2012 Tactical Goals.
- V. New Business
  - a. Learning Management System Advisory Group (LMSAG) Update
    - i. Met a couple of weeks ago. Touched base about the acquisition of Blackboard by the company Providence. Believe this will be a good move because Providence seems to be interested in improving upon Blackboard services.
    - ii. Discussed the upgrade of Blackboard from 9.0 to 9.1 on 12/10/11 – right between end of fall semester and start of interim session.
      1. Sherri Lancton and Kate Endres are scheduling department meetings to visit with faculty and make sure they are aware of the change and the date so they are prepared for interim session (if they are teaching). Also going over what the changes will be in the upgrade.
      2. Handed out the memo that was distributed to Deans informing them of the upgrade just in case it hadn't been shared with the membership yet.
    - iii. Also discussed building blocks in Blackboard. Interest in a mobile app building block and discussion about rather than us building the mobile app, leaning on the vendors to build the app.
  - b. Staffing plan
    - i. Handed out the Staffing Plan that has been put together by IM&T leadership for IM&T.
    - ii. Concentrate our efforts in four domains: operational tasks, maintenance tasks, project tasks, and planning tasks
      1. We keep timesheets in IM&T and track our time in these four areas.
      2. Want to make sure that our time is balanced between these areas and that we aren't solely devoted to one sphere
    - iii. Used Educause (higher education institution that we belong to) survey data to see where we compare in relation to our peer institutions in terms of staffing (both fulltime and student), IT functions, funding, and fulltime staff compensation
      1. Something to keep in mind as you review this data is that our IT positions are very blended. Staff support multiple technologies.

2. UNC IM&T funding is 11.5M. Our peer doctoral research intensive institutions range between \$9-19M
  - a. We aren't advocating for more funding, but we want to look at our peer institutions processes and see how we compare
- iv. The next piece in the document revolves around Institutional Research (IR). Institutional Research is moving from what were traditional IR functions to more Business Intelligence (BI) functions like UNC has done. Staffing Plan references Association for Institutional Research (AIR) webinar data, and the evolving nature of the IR department to a BI department.
- v. Transition from an IT department to an IM&T department (2005-2010)
  1. In the last three years, the IM&T department has had a 50% attrition rate. Due to this we have been in a state of constantly retraining staff and trying to pass along institutional knowledge.
    - a. There is a cost to recruiting and training new staff
  2. Department conducts regular semi-annual performance reviews, but in addition to, the directors meet with their staff weekly or biweekly to make sure communications are occurring between employee & supervisor. That communication is expected to be carried down between managers and employees.
  3. We didn't attach the draft plans that are mentioned in the document because they are still in a state of flux, but wanted to share the overview with ITC.
  4. We are asking to fill 3 vacancies of the 10 that we have. We will ask for 4 if we are able to move a current IM&T employee to Financial Aid (want to backfill the current position). We are not asking for all of our vacancies back at this time. The other positions we are holding just in case we can't come up with the 3M of cost savings and are asked to cut more.
- vi. Efforts to Decrease or Hold Constant Operational Costs
  1. We are finding that we need employees who understand a lot of different areas and who are diverse and can address multiple things, rather than hiring experts. This is one way we can keep costs down and provide services expected by campus.
  2. Prioritization of projects – trying to build things that multiple people can use in addition to accommodating the needs of the requestor
  3. There is a cost for us to build products ourselves vs. buying them. When someone writes an application, their logic and code is used. There are multiple ways to code an application and get the same results. It is difficult and time consuming when we lose a developer and then have to go back and try to figure out how they wrote the application.
  4. Looking at where it makes sense to move to the cloud.
  5. We are limiting what we support. Being an expert on everything is unachievable and frustrating to both employee and customer.
- vii. Attachments:
  1. RACI document – when we are shifting workloads, we are working to have a blended approach and determine who is responsible for what. Employees who report to one supervisor, may report to another for the

purpose of a project or initiative. This helps us establish accountability so that everyone isn't trying to lead a project, or no one is trying to lead.

2. Organizational Charts – one from 5 years ago and one from May of 2011
3. Memo in support of moving an IT person to Financial Aid to fill a vacancy left in their department. The individual would already have an understanding of Banner which would help both departments tremendously.

viii. Questions or Comments

1. Does 12.5 FTE increase since 2007, truly meet the needs of the University and of students?
  - a. Want to point out that the while IM&T increased by 12.5 FTE, UNC did not. 5 FTE came from OBIA and 1 Business Analyst/Trainer came from other University areas. Also note that their workloads came with them. We actually only increased by 6.5 FTE in that span.
  - b. It is frustrating that we can't meet all of the students demand. For instance, would love to deliver a mobile app to students. Yet when I get bill from AT&T I am charged for bandwidth even though I have unlimited minutes. If follow that thought pattern, would AT&T even be able to deliver a mobile app if we did build it? For that reason, don't believe it is the best use of our time at this point.
2. Comment made that the growth in the last 5 years doesn't seem like much for what IM&T is being asked to do.
  - a. Thank you. We still want to hear about your issues. Please don't stop asking for things. We just ask for your patience so that can figure out the balance between the different priorities we have. We understand that the University's focus must be on recruitment & retention, so we will take a number.
3. Student Senate not going to do a mobile app because they are going to go with a free Google app called TalkBin. Has IM&T thought about using something like this to replace our current help desk software?
  - a. We have also visited with the student Google rep and he is going to help us by sitting on the Innovative Technology Committee which makes recommendations about hardware and software that is used and supported on campus.
4. See in the Plan that there are students employed by IM&T, are they part of the turn over, and what are their wages?
  - a. We have always relied on student employees to help fill out staffing needs. They were not counted in part of the turnover because we know that they will graduate and move on to other opportunities. We see our function as helping them to get experience so that they can move on into the IT field when they graduate and have a leg up on their competitors. Students are employed in differing capacities making from minimum wage to well over minimum wage. It just depends on what their job function is.

ix. Scanner Move

1. A couple of years ago we purchased a scanner and put it in Candelaria 2140. At that time it was meeting the needs of the department whose lab it resided in, and the need of the campus community by being available to score bubblesheet exams. It no longer meets the department's needs and we have been asked to move the scanner out of that location.
  2. We will move that scanner over to UC Computer Commons. In this way it will be available longer hours and on weekends, and the staff at the TSC will be able help with any assistance that is required of faculty or staff as they scan.
- x. Cyber Security Awareness month is in October
1. Ryan handed out the "Don't be a Zombie when it comes to protecting your mobile device" informational flyers
  2. We are required by State mandate to do some sort of campaign about cyber security awareness
- xi. Suggestions for next month's agenda
1. Labs
  2. Network infrastructure

VI. Proposals

VII. Other Substantive Proposals

VIII. Next Meeting Date & Time

a. October 26, 2011 3:30-5pm Central Campus

IX. Adjourn