

Information Technology Committee
Minutes
September 30, 2009
Candelaria 0045

- I. Meeting called to order at 3:34pm
- II. Roll Call & Introductions
 - a. In Attendance: Reed, Kendrick, Newberg, Stone, Oltjenbruns, Middleton, Lightfoot, Prueher, Brunswig, Smith, Diggs, Simmers, Cox, Naber, Rose, Sharp P., Quinn
- III. Call for general announcements or requests to change the agenda
- IV. New Business
 - a. OBIA Presentation – Susan Simmers
 - i. Strategic Plan 2009/2010
 - ii. OBIA is the Office of Budget & Institutional Analysis
 - iii. Mission is to provide consulting services & data analysis to both internal & external constituents.
 - iv. Priorities are to enhance communication, develop & document new processes for internal & external reporting, provide support for the campus academic planning & financial planning process focusing on the strategic level, and identifying & implementing specific areas for improvement for UNC financial planning process
 - v. OBIA Resource Allocation – want to increase consulting/analysis time (17%) by decreasing internal & external reporting mandates (50%)
 - vi. To meet the Mission need to:
 - 1. Break cycle crisis management
 - 2. Become more customer service orientated
 - 3. Help the campus to do some of their own reporting needs
 - vii. Organization Structure of OBIA – Budgets and Institutional Analysis - attempting to cross pollinate employees skill sets
 - viii. Action items for 09/10
 - 1. Define & adopt a concept of customer services that includes personal service, accurate data & analysis, timely data & analysis, consistent & timely communication with internal & external customers.
 - 2. Implement use of Parature as a customer service & work flow management tool
 - a. Provide training to campus community on how to request work from OBIA through Parature
 - 3. Establish a baseline of data availability (key metrics) at UNC
 - a. ID & document data needs
 - 4. Conduct an inventory of current reports – currently 775 reports
 - a. Determine what needs are met
 - b. Determine what needs are not met & who should meet them
 - c. Determine what reports require modification & who should modify them (rewrite to Operational Data Store (ODS), modify to meet data needs, modify for enhancement)
 - d. Will need to bring down reports while rewriting – how can we communicate with campus & make this as painless as possible?

- i. Some reports can live simultaneously – can old reports be left up while new ones are being worked on?
 - ii. Can write up a splash page that report is being rewritten & an estimated timeframe for completion
 - iii. Bret is pulling frequency of use data to help ID heavy users, more frequently used reports, etc. Have to remember that some reports are critical but only used once a year.
 - iv. Multiple methods of communication – a project list in Insight (like IT list) would be nice so when log in you can see what OBIA is working on it
 - v. Suggestion made to catalog & add descriptions so user knows what report to use for what
 - vi. Review of Security also – making sure that reports reside where people who need them can get them, but aren't open to everyone if don't need to be
 - vii. Will start with academic data first
 - viii. There are guidelines that exist to move a document from development to production – need to go through on a more timely basis
- 5. Set Priorities & Realistic Timelines
- ix. Insight – home of reports written against Banner database
 - 1. Production reports are those that have gone through publishing process
 - 2. Development are in progress/testing
 - 3. Different Views – Academic, Finance, etc. Reports can appear multiple times in different views.
 - 4. Written again Oracle database with a tool called WebFocus
 - 5. Faculty complaint is that it is hard to navigate
 - 6. Also irritating that have to enter password twice to get into Insight (enter to get into Ursa & then have to enter to get into Insight) – seem like small complaints but when are pressed for time this is irritating
- x. Inventorying & making changes to Insight reports requires communications w/ campus – how should OBIA communicate?
 - 1. CETL training
 - 2. Presentations to different groups on campus
 - 3. Multiple methods of communication is the best way to get the word out
- xi. Ongoing actions to accomplish OBIA's priorities
 - 1. Working with AVP's & Directors to:
 - a. Establish report request flow between OBIA, functional areas & IT
 - b. Provide training for report writers to assist them in becoming more independent of OBIA for operational & less complex tactical data needs
 - c. Assist in identifying areas requiring additional resources to meet basic data needs & make recommendation to appropriate personnel
- xii. Action Items 09

1. Create data dictionary – universal definitions of data & uses, educate UNC about data definitions
 2. Education for OBIA’s customers about resources for available data – published reports on Insight, OBIA web site, reports created w/in functional areas (MRE environment)
 3. Redesign web site to accomplish the above
- xiii. Need help to make the transition successful – different areas know their data & we need their help (data stewards). Susan will be in contact.

V. Old Business

a. Projects 75% - 100%

- i. ADDS Banner Integration – how well is data integrated & where can integrate better
- ii. ADDS Develop Security audit – worked with data stewards to go through & make sure correct staff have access to data
- iii. ADDS Red Flags – wrapping up one little piece, very close
- iv. ADDS Grader & Self Service Scanning – made a few changes, single-sign-on (SSO), integrated help within each page, goes back 4 terms, improved navigation – minor changes in the way it looks but Bret is looking for help to pilot.
 1. Brunswick would like to see more effort towards the self-service scanning. Pepper is being pulled from departmental responsibilities. Having more self-service scanners would help alleviate some of the scanning work load.
 2. IT needs more departments who are willing to commit to housing a self-service scanner & who are willing to commit staff to help when faculty encounter issues like Pepper does.
- v. ADDS Web Services Upgrade for R25
- vi. ADDS Data Management Investigation – Filemaker Pro systems with personal information – determined that UNC needed a central place to store these applications in order to ensure they were secure. Have created more infrastructure (don’t have to rely on people’s workstations), and SSO.
- vii. ADDS create faculty staff account activation & password reset – 1 time per year can reset password (don’t have to call TSC) – goes live in morning
- viii. Midrange Storage Environment Improvements – exploratory – perhaps quota management – make sure architecting scalable, redundant system that provides reasonable space for faculty/staff
- ix. Midrange Email for Life – bearsalumni@unco.edu
- x. Security Awareness Education – October is Cybersecurity Awareness month – elevated efforts this month – this year P2P (peer to peer) file sharing is focus – helps with malware, virus, etc.
- xi. AV McKee Lecture Hall Rebuild – spending Student Tech Fee to build new rooms & updating ad hoc rooms – will be upgrading 4 other classrooms also – may be pushed back to Thanksgiving or Winter break
- xii. Desktop Apple Enterprise – historically strong Windows server environment – enterprise servers have been built need to go out & touch machines – release of Snow Leopard has thrown a little kink into

VI. Feedback on Meeting

- a. Ideas for additional topics, do you like what heard today, etc.?

- i. Should committee be weighing in on budget – software fees, equipment fees? Student Tech Fee – how started, what looks like, what covers, etc.
- ii. Specialized labs – guidelines when a lab shouldn't be supported any more – when do we stop supporting? Labstats info.
- iii. If think of more please send to Jeanette.

VII. Meeting Oct 27 3:30-5 opposite side of campus

VIII. Adjourned 4:35pm