College of Engineering IT Governance Committee – Meeting Minutes
December 11, 2012
1:00-2:30pm
159 Everitt

Attendees
Andreas Cangellaris (chair), Aaron Darnall, Beth Dennison, Steve Franke, Ken Gentry, Negar Kiyavash, Jay Menacher, Greg Pluta, John Popovics, Elizabeth Stovall, Brian Thomas, Rizwan Uddin, Melissa Walters, Kris Williams, Chuck Thompson (ex officio), Jim Hurst (guest)

Handouts
• Draft minutes for November 19, 2012 meeting (electronic)
• Draft Engineering IT Standardized Desktop Replacement Program (electronic)
• Slides for December 11, 2012 meeting (electronic)

1. The minutes for the November 19, 2012 meeting were approved with no changes.

2. Chuck Thompson noted that he attended the December 5 meeting of the College Business Managers and reviewed four data needs with them: supported user counts; desktop replacement program enrollments; adjusted faculty count reconciliations; escalation point contacts. Chuck also noted that the campus IT strategic planning process had an initial set of vision and goals available for review at https://wiki.cites.uiuc.edu/wiki/display/CampusITStratPlan/.

3. The Committee had additional discussion about the escalation path for units. Paths were discussed that included another Engineering IT staff member, the unit business manager, the unit head, and the IT Governance Committee member for the unit. The discussion included comments about keeping the initial escalation point below the level of unit head. Units will still be asked to name an escalation point of their choosing. Chuck Thompson was asked to clarify with units that it is acceptable for them to ask for an Engineering IT staff member to be the initial escalation point. Chuck will also have implemented a log of all escalation events in all units.

4. The Committee formally approved the Standard Desktop Replacement Program policy.

5. Chuck Thompson presented a list of communications work that Engineering IT needs to do and asked for feedback from the Committee on the priorities of the items relative to each other. The list included: services catalog index; services catalog entries; user guides and FAQs; specialized services indexes for targeted audiences; resource guides; instructional labs documentation; email campaign.

6. Chair Andreas Cangellaris presented three topics for the IT Governance Committee to consider during the Spring 2013 semester: FY14 funding model; application and web development; eLearning / educational technology support.
   a. The Financial Working Group will begin work on the FY14 funding model.
   b. There was general agreement to look at application and web development. It was noted that there are different types of applications (e.g. financial, academic) and that the discussions may need to include non-committee member subject matter experts. Andreas
stated that the right people need to be on the subcommittees, at least some of whom need to be IT Governance Committee members.

c. Andreas gave an overview of two action items from an College Leadership Retreat in August, both related to the use of IT to enhance teaching and better deliver education. There was strong agreement for the IT Governance Committee to work on these action items. It was noted that the action items are not exclusively IT related and, as such, will also require involvement by other committees in the College. A suggestion was made to do an inventory of what eLearning systems are currently in use within the College. Andreas will follow-up with Chuck Tucker and Ray Price about next steps.

7. Chair Andreas Cangellaris noted that Engineering IT is now two and a half years old, that much learning has occurred with iterations on what works and what does not work. He suggested that it is a good time to look at how Engineering IT is going, identify what is working, and, based on expectations, what is not working. This would be done as an external review similar to what the academic units go through periodically. There was general consensus from the Committee that this was a good idea to pursue. The timeframe and process for the review will be worked out during the early part of the Spring 2013 semester.

8. Jim Hurst, Engineering IT’s Deputy Director and Associate Director for User Services, gave an overview of the history of the Engineering IT Help Desk. The original intent of the help desk was to provide low level support for otherwise unsupported users and to provide a host of coordination services. The intended constituency for the help desk shrunk due to the later creation of a middle support tier, ticket routing has been handled in different manners, there have been relatively few requests for assistance from it, and student staffing for it has been challenging. Because of this Engineering IT is recommending the closure of the physical location in 51 Grainger and the very minimal support technically provided to unsupported users ended. The savings from these changes would then be used to add an additional Linux support person, an area with additional need. The IT Governance Committee agreed with these changes.