1. The minutes for the December 16, 2013 meeting were approved with one correction to the attendees list.

2. Chair Steve Franke noted that he had discussed the external review with Dean Cangellaris. The Dean said that he had discussed the final report with the external review committee and stressed a need for benchmarking data.

3. Chair Steve Franke stated the charging of the application development subcommittee is being delayed until after it is determined what Engineering IT 2.0 is going to look like.

4. Greg Pluta handed out an overview of three types of potential reports to be generated from the Engineering IT ticket system. He described each and stated that the goal was to have a common set of reports used by all units. The Committee had a brief discussion about ticket system metrics and the various mechanisms besides the ticket system that people use to report issues.

5. Greg Pluta also asked about elock systems in-use within the College. Kris Williams noted that MRL is piloting with F&S the use of a new wireless door lock.

6. Jim Hurst described a laptop checkout program that Engineering IT has been piloting. This was created to both address a legacy service need in several units and to provide an additional service, based on observed need, for everyone in the College. The service provides basic laptops to checkout for temporary use (e.g. at events such as conferences; while regular laptop is being repaired). There is no proposed fee to checkout a laptop. The program cost of ~$7,300 would be paid collectively by the units. The Committee endorsed a formal implementation of the program.

7. Jim Hurst presented a proposal for Engineering IT to assume Telecomm Unit Coordinator responsibilities for all units. Traditionally this has been handled primarily by business offices but the Unified Communications deployment has greatly reduced the associated accounting work and increased the amount of IT work. Based on the Committee discussion, Engineering IT is going to formalize this as an opt-in service for units and continue to monitor it over time with an expectation that it may move towards being a College-wide service.
8. Jim Hurst presented a proposal for Engineering IT to have a more active role as primary Unit Security Contact (USC) for units in the College. It currently handles this work for about half the units in the College and is a backup for most of the rest. The USC work is more appropriately a business office function but IT has become engaged with it due to the complexity of the interfaces and more stringent audit requirements (work that is very similar to other access control work done by IT staff). Based on the Committee discussion, Engineering IT will continue to offer this as an opt-in service with the option to serve as either the primary or backup USC for a unit. Long term, if work by AITS to simplify the USC role is successful, the expectation would be that the USC function would migrate away from Engineering IT and back to the business offices.

9. Chuck Thompson described the type of baselines needing to be defined, including the audiences to be served and what IT services each audience should expect to receive as a member of Engineering at Illinois. The Committee reviewed the current Basic Support service definition from Engineering IT as part of the discussion. Chuck Thompson and Jim Hurst were charged with creating a baseline proposal for additional discussion at a future meeting.