College of Engineering IT Governance Committee – Meeting Minutes
February 18, 2014
1:00-2:30pm
365 Everitt

Attendees
Steve Franke (chair), Jeannette Beck, Aaron Darnall, Jay Menacher, Greg Pluta, Eric Shaffer, Melissa Walters, John Wierschem (for Brian Thomas), Kris Williams, Jim Hurst (ex officio), Chuck Thompson (ex officio)

Handouts
- Draft Minutes for January 14, 2013 meeting (electronic)
- Slides for February 18, 2014 Meeting (electronic)
- AITS and ITPC Sample Annual and Monthly Report (paper)

1. The minutes for the January 14, 2014 meeting were approved as-is.

2. Chair Steve Franke provided an overview of the Research IT and Education IT faculty working groups that were recently charged by the Dean. The Committee suggested the Dean announce the committees to all faculty in the College.

3. Chuck Thompson provided updates on a number of items including: Engineering IT Quick Hits, the Engineering IT funding model, the business continuity/disaster recovery audit finding, a new audit of the Portal, Instructional Technology Facilitator work being done by Engineering IT and an ongoing project to overhaul the instructional lab infrastructure. There was a short discussion about the Portal audit.

4. Jim Hurst provided an overview of a one year project, funded by the Dean, to improve the Linux support provided by Engineering IT. Temporary staff have been added to facilitate the project which will include documentation work, migration of legacy environments, and additional Linux staff training. The Committee asked about permanent Linux staffing levels (to be determined evaluated as the project nears its end) and what parts of the Engineering IT service catalog the project is impacting (primarily research support services).

5. Jim Hurst provided an overview of a customer relationship management pilot being implemented by Engineering IT. It defines a formal role aimed explicitly at improving communications and relationships with units. The pilot targets six units which had IT directors prior to Engineering IT. Aaron Darnall noted that the pilot has already started in CS and it has been successful so far.

6. Jim Hurst presented a proposal to outsource the digital signage service to CITES. Engineering IT already leverages CITES for the backend software, there service offering has matured, and it is price-comparable to the Engineering IT service when the cost of replacing the signage computer is taken into account. The Committee had questions about service monitoring and initial design work. The Committee approved Jim moving forward with additional discussions with CITES and the affected College units about transitioning to the CITES service effective July 1.
7. Chuck Thompson presented on the difference between quality and quantity metrics and the various potential sources of metrics beyond just the Engineering IT ticket system. The Committee discussed what quality metrics would be most important for Engineering IT. Three quality metrics were agreed upon during the meeting: 1) Downtime of services when people need to be using them. 2) User satisfaction. 3) What are the top issues people are asking / complaining about. Jim Hurst was charged by the Committee with drafting a proposal on how to capture data to answer these three.

8. There was a brief discussion about application development and concerns about new projects being started while old projects remain unfinished.