Attendees:
Steve Franke (chair), Dan Bodony (chair, Research IT Working Group), Kris Williams (chair, Administrative Working Group), Chuck Thompson (ex officio), Jim Hurst (ex officio)

1. Minutes from 9/23/2014 meeting were approved, as is.

2. The chair noted that future meetings will include a short (e.g. 5 min) overview from each working group chair on current activities in their working group.

3. Chuck Thompson briefed the committee on research data security issues and the committee briefly discussed the issue. It was noted that the Security Management Office within the Office of the Vice President for Research is responsible for supporting campus needs related to security issues: [http://research.uillinois.edu/who-we-are/security-management-office]. The committee identified a potential modification to the job description for the pending Research Technology Facilitator position.

4. The chair noted that the Dean would like to receive a status report on Engineering IT by mid-Spring. The committee discussed how to gather the information that will be needed to prepare this report. Timing of the status report and the annual user survey were discussed. User survey results are needed for employee annual reviews in May, so survey needs to be carried out before the end of the Spring semester. Tentative plan is to provide an aggregate report of working group activities to the Dean in Spring, and to delay reporting on assessment of services until early in the 2015-2016 academic year. It was agreed that the Administrative working group will provide input for the overall service quality assessment. All three working groups will look at current user survey questions and provide input on any needed changes by end of January, 2015.

5. The committee agreed to consider making a recommendation to the Dean that would require all new course proposals and grant submissions to include an indication of IT needs as part of transmittal, at least at the COE level.

6. The committee discussed ticket system metrics and service monitoring metrics. Consensus was that ticket system metrics have some value to IT management, but probably have limited value for IT governance, as the metrics are too incomplete to provide representative view of important issues. More valuable is feedback from customers. It was agreed that the Administrative working group will discuss service monitoring metrics and how to charge the new Asst. Dir for Outreach to ensure that useful feedback is collected.

7. The committee discussed prioritization of COE buildings for the wireless upgrade.