

January 30, 2020

Technology Advisory Committee Mtg. Minutes

Members\Attendees:

✓ Jason Aronson	✓ Melissa Green	✓ Char Perlas
✓ Jesse Cecil	✓ Kelly Groppi	Nathan Rexford
✓ Josh Collins	Kent Gross	✓ Theresa Richmond
Nancy Coughlin	✓ Doug Haugen	Valerie Roberts
✓ Matt Donaldson	✓ Axel Hernandez	Stephen Schoonmaker
Barbara Douglass	✓ Anne-Marie Kuhlemann	✓ Alison Varty
✓ Maria Fernandez	✓ Darlene Melby	✓ Meghan Witherell
✓ Bethany Golly	Burt Peretti	

Discussion:

- I. **Introduce new IT Director:** Matt Donaldson – has Bachelors in IT, Masters in IT Management, Certified Project Management Professional

- II. **Review the IT Portfolio:**

The current push is to develop the IT Portfolio, which will cover what's currently being worked on and what's going to be worked on next, and documenting processes and systems that IT is responsible for, including what services IT provides and what is not provided.

There are 3 categories of service within Tech Services:

- Infrastructure Services (including the network, servers, storage, and cyber security)
- Client Services (computer workstations, classrooms, labs, etc.)
- Application Services (enterprise applications such as Banner, Canvas, etc.)

The work done can be divided into three further categories:

- Projects: an effort with a definitive beginning and end and provides a unique output; requires project management (such as upgrading the firewall, upgrading computers to Windows 10, or implementing FLAC [Faculty Load Compensation] or OEI [Online Education Initiative]).
- Initiatives: similar to projects, but does not require project management (such as implementing 10 new laptops for a program)
- Operations: tasks performed on a regular basis (such as troubleshooting or regularly-scheduled cron jobs)

TAC will be moving away from verbal reporting on project statuses, which will be regularly provided outside of meetings. Instead, TAC will consist of more interactive discussion.

III. Develop Technology Advisory Committee Charter

- Purpose: TAC currently does not have a charter. What should this group be?
- Objectives, Scope of Activities, Description of Duties, etc.
- Membership

Discussion included:

- The group as a whole should focus on decision-making and problem solving rather than unilateral decisions made by the chair. It should truly be an advisory committee.
- TAC should be a sounding board for proposed projects: determining advantages, disadvantages, ultimate costs (initial and recurring), and whether the projects make sense, regardless of special funding available.
- There should be a standing item of Guided Pathways technology-related discussions.
- TAC should announce achievements to the campus community as a whole (such as the Automatic implementation, which was quietly implemented).
- Projects such as the website redesign should have a focus on what business needs are, and those needs should be communicated to stakeholders.
- Grant-funded projects should not be so hastily implemented that full impact is not identified, including initial and ongoing costs, human resources, and the effect on other priorities.
- Projects should have clearly communicated timelines. Who is responsible for milestones? What is the end date?
- Proposal for the committee's purpose: 1. Serve as the first point of contact for all technology initiatives 2. Recommend projects to the next appropriate council 3. Develop a workflow process to recommend to the institutional governance structure
- There should be a criteria checklist (is the project meeting student needs? Is it enhancing a department?)
- TAC needs a system for stakeholders to submit requests, rather than placing them on the shoulders of the technicians quoting equipment. However, this system should be efficient and produce results so stakeholders see TAC as a way to get what they need rather than a way to stop them from getting what they want.

IV. Feedback/Questions