

February 27, 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	✓ Mary Mericle

Discussion:

I. **Approve Minutes:** Minutes approved from December and January meetings.

II. **Proposed Charter & Processes:**

The current TAC Statement of Purpose should be a summarizing statement, rather than a paragraph, with a further breakdown under Roles & Responsibilities.

Roles & Responsibilities (see attached charter draft): Other suggested responsibilities or focuses included preventing duplication of technology between different departments and providing regular technology updates via email rather than utilizing meeting time. The charter should address that TAC enables requests and is not a roadblock for requests - change first bullet to "identify and enable opportunities".

Discussion was had on TAC's reporting relationship - where does the committee sit in the governance structure and who does TAC report to? How do requests come into TAC? Should TAC be a required approval before requests move on to the next responsible committee? When does a request's approval lie with technicians, or Matt, or TAC? If ADJ requests 40 laptops, should it come through TAC? Should the Zoom upgrade project have come through TAC? TAC should create a flowchart/criteria for the requisition process. Possibly address within an all-campus meeting that TAC is being reworked.

Charter membership - who needs to be members? What group is each member representing (ASM, Student Services, or Student Housing?). Duplication of membership should be prevented. Membership should be determined after determining TAC's placement in reporting structure.

III. Develop Technology Advisory Committee Charter:

Tech Services needs to establish Service Level Agreements (SLAs) to define expectations. Expectations will vary based upon the type of request or ticket - a service request such as getting a laptop or moving a phone would likely have a longer response time than an urgent trouble ticket such as not being able to print checks or access a database. A survey will be sent to the campus to determine how Tech Services is currently doing. The proposed survey is not currently broken into the three types of service (client services, infrastructure, applications) - answers may vary based on the type of service.

IV. TutorTrac, SARS, Starfish, Cranium Café:

Multiple products exist for different departments that serve similar purposes. Matt proposes gathering requirements from each department, then developing a Venn diagram of requirements to determine whether there is sufficient overlap between products to eliminate one or more.