

May 10, 2021

Technology Advisory Committee Mtg. Minutes

Members\Attendees:

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|--------------------|------------------|--------------------|
| ✓ Matt Donaldson | ✓ Doug Haugen | ✓ Jesse Cecil |
| ✓ Darlene Melby | ○ Kelly Groppi | ✓ Maria Fernandez |
| ✓ Char Perlas | ○ Nancy Coughlin | ○ Barbara Douglass |
| ✓ Valerie Roberts | ✓ Anne-Marie | ○ Jason Aronson |
| ✓ Meghan Witherell | Kuhlemann | ✓ Ryan Galbraith |
| ○ Kent Gross | ✓ Josh Collins | |
| ○ Nathan Rexford | ○ Alison Varty | |

ITSM – Client Services: Employee Support Service

Matt Donaldson gave an update on the IT department's efforts to implement Information Technology Service Management (ITSM). He reviewed the department's three lines of service and showed the list of the services that have been identified. He explained that the department is currently defining and developing policies and procedures for three services: Employee Support, Workstation, and Procurement. He then gave an overview of the Employee Support Service definition as well as new HappyFox ticketing procedures that will be implemented in July. A similar presentation will be given for the Workstation Service in the next TAC mtg.

Electronic Survey Update

Matt Donaldson gave an update on our efforts to explore switching from individual Survey Monkey accounts to using MS Forms. He indicated that IT is available to assist anyone who has difficulty using MS Forms. Maria asked about providing training. Matt responded that IT doesn't have SME in this solution but is working with those who are trying MS Forms to research any questions that arise. We can explore providing more general training if the formal decision is made to standardize on MS Forms.

Unified Electronic Signatures Initiative Proposal

Matt Donaldson reviewed the initiative proposal that was commissioned in the last TAC meeting and, by consent, it was recommended to be placed in the Technology Portfolio.

CalGrant Ethos Integration Initiative Proposal

Meghan Witherell explained the business need for this proposal and Matt Donaldson provided some technology-related information. By consent, this was recommended for placement in the Technology Portfolio.

Alternative Textbook Delivery Project Proposal

Matt Donaldson explained that this project was removed from the Technology Portfolio in our last TAC meeting due to lack of interest but, since then, the faculty has expressed interest and so it is being presented for reintroduction to the portfolio. Ryan Galbraith explained the business need for this project and Maria Fernandez added some information from the faculty perspective. This proposal was also recommended for placement in the Technology Portfolio by consent.