

**PlanIT Refresh first meeting: Leadership
May 21, 2007**

Discussion Summary

Governance and Communication initiative

Part 1: establish a collaborative, advisory and consultative IT governance structure with clarification for central and distributed representation.

Part 2: Develop and maintain a two-way communications plan.

- **Re-envision the CIO stakeholders group** to get the distributed IT community together with deans, VPs, and the CIO Office and to make stakeholders more active upfront in the decision making and planning.

- **Develop an IT directory and establish topic-specific forums** that would serve the need for an online community center of IT professionals and bring together groups of programmers, sysadmins, and instructional technologists.

- **Revitalize the University Senate Council on Libraries and IT** to promote IT issues and respond to IT needs. Encourage deans to seek out interested faculty members to be a part of this organization at a strategic level.

- **Choose a collaboration software tool for multi-channel communication** (such as Sharepoint) to bring together resources and people in a one-stop shop for everything related to IT. A prototype could have tools for people and group directories, profiles, educational resources, Carmen courses, FAQs, topical areas for discussion, calendars, surveys, documentation, and wikis on topic areas; start with whatever is in the HR system and interface with the Remedy System.

- **Establish enterprise messaging** with an active directory; use a project management approach and train staff (\$1,000 matching funds available through TELR professional development grants).

Funding strategy Initiative

Part 1 - Create an IT funding strategy and mechanisms to address the issues of funding inequities, under-funded needs, and a lack of regular and sustainable funding for mission critical systems and services.

Part 2 - Establish regular and sustainable funding to support the continuous maintenance and periodic upgrade of technology-enhanced pool classrooms. Attention also needs to be directed at the departmental classrooms as well.

- **Make a greater effort to establish a baseline, IT-targeted tuition fee** that does not lower the fees already in place in Engineering and Business. Work through the Stakeholder group and Eric Fingerhut, the new chancellor, who understands the importance of technology and appears very interested in changing archaic rules on distance education.
- **Spend money on improving not only the technology environment** of the 352 centrally scheduled classrooms, but the deplorable condition of the rooms: paint, furnishings, flexible environmental factors, and utilities.
- **Map out the level of effort to get buy-in from university administrators** and explore how to get more sustainable money to build a complete replacement reserve on a four-year cycle instead of relying on one-time money.
- * **Put together an educational tour** (from the excellence of Fisher to the lack in lesser classrooms) to present to the new provost (with input from stakeholders and discussion attendees).
- **Work with Office of Development**, since CIO now contributes funds for development officers, and get their help to secure funding for technology classrooms; offer naming rights.
- **Concentrate more on strategic procurement**, leveraging the power of the organization as we've done on the campuswide computer hardware agreement and the new Microsoft agreement. Consider how the change to the Microsoft agreement, wherein each area has to pay an allocation each year, might change our enterprise approach.
- **Seek campus purchases and volume discounts** as well as educational discounts; look at the deals on the IBuy web site.
- **Consolidate services and share technologies** wherever possible within departments to reduce costs and improve services. Streamline services such as a common directory, messaging, file-sharing, calendaring, single firewall, and a common network.
- **Address basic facilities issues** and dealings with FOD in general to find better ways to handle service requirements.
- **Raise community support for seeking sharing opportunities**, as Telecomm and Networking did with UNITS bills, mobile telecommunication contract deals, and pricing.
- **Restructure our networks** in ways we haven't thought through; changes that Aruba brings to the campus wired network present such an opportunity.

- **Plan emergency actions** for contacting people in case of crisis on campus. Options currently under consideration, but contingent on funding, include notification by e-mail, phone, web, and a reverse intercom system using a siren, strobe light, and speaker on the wireless to push canned or straight messages from public safety to all access points on Aruba.
- **Create a flyer** for orientation on what we're doing to keep students safer.