

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

**Discussion Transcript**

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***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.

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**Bindewald:** It's been five years since the first strategic planning. The report released three years ago promised to keep the campus informed on progress and also update the initiatives after five years.

**Metros:** This is a good time to have a refreshed plan as we get a new president, new provost and new CIO.

**Bindewald:** This meeting will be podcast and available on Ohio State's iTunesU. It is to review Governance and Communication and Funding Strategy initiatives and achievements. The next meeting is July 10 at 9:30 (tentatively at Human Resources offices at Gateway Center).

The Governance and Communication initiative is in two parts. First part is to establish a collaborative, advisory and consultative IT governance structure with clarification for central and distributed representation. The second part is to develop and maintain a two-way communications plan. In addition to achievements listed in two annual reports, we also merged IT into University's Senate Council on Libraries and IT to create an overall governance structure for IT; developed, with representatives from colleges and departments, a two-way IT communications plan available on CIO Communications site that lists all central and local systems and owners, stakeholders for outages, and effective ways for communicating outages and other news throughout campus; and began annual meetings with deans and VPs to hear their concerns.

**Dagefoerde:** A group has been trying to re-envision the stakeholders group to get the distributed IT community together with deans and VPs and the CIO Office, to have stakeholders more active in the decision making and planning upfront. The two-way communications planning group also noted a need for a directory of university IT staff, beyond distcons because it has no archive. An IT directory would serve the need for an online community center of IT professionals and also topic-specific forums to bring together groups of programmers, sysadmins, and instructional technologists.

**Luikart:** How effective is the University Senate Council on Libraries and IT in promoting IT issues and responding to IT needs?

**Metros:** The committee is growing into the role and it's hard to think of the role of the library in the 21st century without thinking about technology.

**Rogers:** We're trying to encourage more participation; ideally it could be a very good forum but it needs revitalizing.

**Kalal:** The group has been aggressive in taking part in the search for a CIO.

**Luikart:** What is the committee's role in helping to propagate, e.g., good IT practices from governance viewpoint?

**Bindewald:** We're probably relying more on president's cabinet at this point.

**Kalal:** Library committee has been involved in each round of review on the data exposure policy. It is charged with helping to develop policy for library and IT and for interpreting IT to the community.

**Bindewald:** In annual meeting with deans, we do list that committee as part of governance for IT and encourage deans to seek out interested faculty members to be a part of this organization. The key is to get people engaged and looking at these issues at a strategic level.

**Brownfield:** Sharepoint is one software tool for bringing together resources and people. We have no easy way of identifying IT people and sharing with them; the idea is to have 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. Tool used is irrelevant, but the concept is important.

**Dagefoerde:** We could start with whatever is in HR system.

**Bindewald:** We should also interface with the Remedy System. Does this look like something the community would like to have? It could be called a multi-channel communication rather than two-way.

**Davis-Orr:** The more people that use it, the more important it will become.

**Bradshaw:** Enterprise messaging is an area that we need to be working on.

**Bindewald:** It is being considered, it's another big area, but we need an active directory.

**Davis-Orr:** Are project management protocols inside the CIO Office?

**Bindewald:** PM is a CIO initiative. Keith Kidner is director of PM services. He has an advisory committee and there are templates and guidelines for a framework.

?: We need training in this area.

**Metros:** We have professional management grants that will match up to \$1,000 for training.

**Bindewald:** So, we need to reinvent the stakeholder group and make it a more active group and figure a way to give this group an ongoing life and advisory linkage to CIO and other executive managers on campus. We also need to come up with an electronic tool and interactive site to communicate.

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### ***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.

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**Bindewald:** The idea was to create a strategy to address inequities and under-funded needs around campus to equalize minimum funding and create sustainable IT funding. The second part directly dealt with creating sustainable funding for classrooms, both central and departmental. We have moved forward, although not accomplished everything. A biennial state budget four years ago allowed the university to tie a portion of tuition increase to technology, shared between central and colleges. But it was only in that one two-year budget. We do still have the money since it is in rate.

**Kalal:** The funding was allowed to any university as part of tuition set-aside during that biennial budget for technology or other things.

**Bindewald:** We do have technology fees in five areas of campus. We have reviewed their reports and have supported a university technology fee in the past.

**Luikart:** During an internal IT review for Student Affairs, students talked about having more direct computing support when they come to campus and during their time here. Five years ago they relied more on labs, now most bring their

computers and don't rely on labs as much. There was student interest in having expanded computing support and it should be factored in to a discussion of technology fees. They did talk about the willingness to pay a technology fee and how other colleges do it, and about having a walk-in computing clinic to get the supplies they need. They were critical of the bookstore's lack of tech support and high fees. For the most part they were supportive of a technology fee.

**Kalal:** Of the five colleges that have fees, they do provide that level of technology support.

**Heimaster:** During discussions for Buckeye Bundle 2 and new funding and cost recovery mechanisms, there was a lot of concern that we're not doing right by students, because there's no broad uniform technology fee in place and no disposition to aggressively pursue it, it couldn't be done. I see that missing component and inflexibility of having even a modest fee really hurt the students greatly; there should be a greater effort to get a baseline fee in place.

**Bindewald:** Should we flex our muscle together to seek a technology fee?

**Kalal:** The legislature sees a technology fee as a tuition increase, but it is doable.

**Juodvalkis:** Engineering already has one, and we would not want to lower our fee based on a lowered uniform fee.

**Bindewald:** Fisher College is concerned about having to lower their fee; how do we get our students to the same level?

**Metros:** Eric Fingerhut, the new chancellor, understands the importance of technology and appears very interested in changing archaic rules on distance education, so it might be a place to start and introduce it.

**Bindewald:** We have a whole new political landscape, and at the university as well.

**Veres:** Typically fees are seen as outside tuition, but downtown, fees are seen as a backdoor to tuition.

**Heimaster:** Targeted fees are different than universal fees, which are indistinguishable from tuition increase.

**Luikart:** Here, a uniform physical fitness fee is in place: a technology fee is just as important.

**Bindewald:** I think this would be a great task for the group Diane's talking about. We should to coordinate a group and pull this together.

**Dagefoerde:** In the college of arts, where we have a fee, walk-in technology support is well liked.

**Escovitz:** In 2007 technology poll, when you add up the numbers for satisfied or very satisfied on a question related to IT and technology services, we're probably hitting 80% of the people.

**Wilkins:** But we have not made a conscientious effort to determine if we're providing the quality of service offered even in CIC places. Are we providing the quality of support we should be providing for students when they leave. Also, how easy is it for students to know about all the technology services available?

**Bindewald:** It.osu.edu tries to give it all to them. We have been trying to publicize it.

**Hoza:** For OAA's comprehensive funding model for classrooms, we reported that a total lifecycle to maintain technology classrooms currently would be 1.3 million dollars. In 1998-2000, there were only 58 tech classrooms on campus, by next fall, we'll be up to 201. A minimum technology classroom would have projector, sound system, switching, control panel, and a source like DVD or VCR; 100% of rooms are connected to the Internet. With current funding model, we can only do 12 new technology rooms next year: two fixup-cleanups and five upgrades. Fifteen to 30% of technology requests cannot be met in the time slots requested, affecting 18,000 undergraduates in a typical quarter who cannot get into a technology classroom. Funding currently is \$115,000 rate, \$450,000 cash from SFC – Space and Facilities Committee, about \$250,000 from regents every two years, and \$60,000 from other funds, mostly OIT.

**Bindewald:** We were able to take some of technology tuition money, which is rate, towards classrooms.

**Hoza:** We have 352 centrally scheduled classrooms. Many rooms are deplorable, needing paint and other furnishings. Environmental factors are important and they need to be flexible. We have to improve furniture and painting too. Big trick is to make rooms flexible. In the fall, we'll have a room totally interactive with six or seven pods of students. Annually we need \$560,000.

**Heimaster:** At the other end of the cost scale is the problem of AC power.

**Kalal:** Some students say, 'forget the technology, I want a chair I can sit in'. They were having problems learning in a broken down physical environment.

**Wilkins:** This money must cover everything?

**Kalal:** We'd like to build up a complete replacement reserve on a four-year cycle.

**Hoza:** We need 1.3 million dollars just to maintain what we have.

**Bindewald:** A lot remains to be done and we're still counting on one-time money. This is a big area that we still need to concentrate on. What should we be doing?

**Kalal:** We are well below the median not only in CIC but also in Ohio.

**Heimaster:** This is a formula for deterioration, not growth.

**Bindewald:** Send your prized areas that you'd like the new provost to visit to Bill so we can put together an educational tour (from excellence of Fisher to other classrooms.)

?: There's a huge pot of money for IT; is anybody looking at that on a strategic level?

**Bindewald:** Ilee said he would not ask for any new money until he looked at his own budget. We reorganized TELR, reallocated money for classrooms and cybersecurity. For first PlanIT, we looked in global terms at the allocation; basically it's 2/3 local and 1/3 central.

**Kalal:** We're below CIC average in both central and distributed areas.

**Bindewald:** So working on a technology fee is something we should consider—mapping out the level of effort to get buy-in from university administrators and continuing to explore how to get more sustainable money.

**Luikart:** I give credit for two projects not listed: the campuswide computer hardware agreement is doing a nice job of saving money and getting better value; and the recently negotiated new MS agreement. I'd like to see us concentrate more on strategic procurement, leveraging the power of the organization as we've done on those two. We've got collective interest.

**Bindewald:** What about change that came about in MS agreement so that each area has to pay an allocation each year-what impact will it have on us embarking on campuswide IT resources?

**Heimaster:** It remains to be seen case by case how each could be marketed.

**Bindewald:** Do you think MS agreement could change our enterprise approach?

**Davis-Orr:** Any way to get more software? We should not go just for educational discounts, but seek campus purchases.

**Heimaster:** Find out about deals on the IBuy web site.

**Bindewald:** We're putting a lot of information on 8help about MS Agreement, among other places.

**Wagner:** We're looking at consolidation of services in Business and Finance, sharing technologies across our departments, getting more volume discounts in our 14 departments because we're not all equivalent, to reduce costs and improve services.

**Ellinger:** CIO Office is in the process of doing same thing: common directory, messaging, file-sharing, calendaring, single firewall, use of MPLS for common network. And we've converted Novell network to MS platform; we're trying to streamline and get us all on the same page.

**Luikart:** Basic facilities issues need to be somewhere in this plan.

**Heimaster:** We've been talking about more intelligent dealing with FOD in general to find better ways to handle our service requirements.

**Dagefoerde:** Bob Corbin group's been doing great things with UNITS bills, mobile telecommunication contract deals and pricing. If there needs to be community support around it, we should do that.

**Ellinger:** One of big players in what Diane said is the Student Affairs group, because they have tremendous numbers of wireless, wired, bandwidth, cell phones and lots of buildings. There are some opportunities to find out how to share because they cover such a huge area of campus and have a huge volume to do it.

**Heimaster:** We need to get a group on the campus wired network, because of changes that Aruba brings about gives us an opportunity to restructure our networks in ways we haven't thought through.

**Metros:** One thing on everybody's mind is how to contact people in case of crisis on campus.

**Ellinger:** There's a small group coming up with options for president 's cabinet to consider, everything from notification by e-mail, phone, web, and a reverse intercom system using something like a siren, strobe light, and speaker that would be using channel A on the wireless side to push canned or straight messages from public safety to all access points on Aruba. We could have a commercial version by July 1 for each public area, classroom, and dormitories. We need about 5,000 units. You can target messages to each region or do broadcast. All the blue light lanterns outside will have outside speakers. It's an issue hot in education and with legislators, but in a few months they will not care about it as much as they do now. Emergency notification during crisis mode is an important component that we will probably address in next few months.

**Veres:** It's contingent on funding.

**Metros:** Interest might go away with politicians, but parents won't lose interest.

**Bindewald:** Maybe we can do a flyer for orientation on what we're doing to keep students safer. This is a living process. We'll be working on it through the holiday season. Keep the ideas coming, and it looks like there are a lot of good volunteer opportunities.

**Metros:** You'll be getting a memo from the provost about a training opportunity from SANS Institute on June 11-12; \$500 for two-days of training for web developers to design secure web sites. There are 120 seats and we'll have online registration for it.

**[Rogers after meeting]:** We should 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.