



Attendees:

Area	Name	Status	Area	Name	Status
Academic Affairs	Chris Wiseman	In Attendance	Human Resources	Tom Kelly	In Attendance
Academic Affairs	John Pelissero	In Attendance	ITS/Facilitator	Susan Malisch	In Attendance
Advancement	Jon Heintzelman	Absent	ITS	Jim Sibenaller	In Attendance
Facilities	Phil Kosiba	In Attendance	Student Affairs	Fr. Richard Salmi	Absent
Finance	Bill Laird	In Attendance			

Welcome, Meeting Purpose & Agenda

The meeting commenced at 1:30 PM with a review of the agenda. The minutes from the November 20th meeting were reviewed and approved as written.

FY09 Q3-Q4 – Plan of Record Review

Susan shared the results of the prioritization exercise with the members highlighting three items with significant movement; ECM Implementation, Business Intelligence/Data Warehouse (BI/DW) Strategy and Tuition Benefit Automation. There was quite a bit of project turnover from the previous top 20 list due to project completions. Susan thought we might have an update at a future meeting regarding the BI/DW consultation. Bill wants to ensure all areas of Finance were covered appropriately, especially regarding how financial data would be stored and accessed. Chris asked about the involvement of the Deans. Deans were not interviewed at this point to help manage the scope of the project but could be engaged in future stages. Chris suggested talking to Deans with special accreditation, like the School of Education and School of Business. John thought Susan Reese was being interviewed and Chris suggested Beth Casper from the School of Business. *Task: Susan to follow-up regarding involving Deans in the planning process for the BI/DW project.*

The Online Client Service Training program was prioritized, however, ITS is unsure of the resources required. John indicated that Pat Boyle and John Campbell own the project, and there was not a heavy demand on technology. The training module needs to be developed and Jorene Richards from HR is involved. They have funding for an outside vendor to develop the program.

Two write-in additions were submitted in the prioritization exercise. Susan submitted the Board of Trustees Website Enhancements, specifically addressing the RSVP function and what additional modifications are necessary to meet the needs of the committees. Tiered permissions are probable. This is a placeholder for resources as the detailed needs are not yet known. The second write-in was the development of an expanded emergency response website, requested by Facilities and the Pandemic Management Team. The current plan is to mirror the design of a website from UC Davis to enable department ownership and updates for sections of the larger document. This is a placeholder project for resources needed and will potentially occur in the next 6 months.

Susan mentioned that improvements to the audio for the board meetings would also need to be addressed. Jon inquired about the payment process associated with the phone-a-thon and whether this should be on the list. *Task: Susan to follow-up with Jon on phone-a-thon.*

It was noted that the nine attributes that the ITESC uses to prioritize projects should be reviewed once the 2010-2014 university strategic plan is finalized. New factors may require adjustments to the attributes of projects, such as contribution to strategic goals, financial concerns and return on investment. All agreed with the final prioritization results.

ECM Program Plan - Draft

Susan introduced the high level program schedule and team composition for the project. John reviewed the two primary groups, those that already have some type of ECM and those who would benefit from a larger reengineering process. John recommended that for the latter a consultant be engaged for process redesign analysis before we introduce ECM efficiencies so that the two can integrate to each other. We have had recent success with Moran Consulting on a similar



engagement within Enrollment Operations. John said we need to take this step to ensure we aren't just automating a poorly designed process. There are also some simpler efforts within Child Law and the Bursar's office that just require some simple back-scanning/archiving to eliminate physical storage requirements. Susan noted that the schedule pushes out the shutdown of existing systems. John noted that financial impact of this was limited due to the inability for us to early terminate the Imagio contract with Critical Technology without substantial penalty. Susan then discussed the need for the additional roles to be properly filled to enable the roll-out. All were in agreement. John asked about endowment and if they would have the ability to centralize given the current somewhat decentralized approach. Jim commented that the DocFinity solution would allow for a secure centralized approach for review. *Task: A review of the implementation status will be scheduled for the ITESC at the 4/1 meeting.*

PII Project Update

Jim provided an update on the PII project and that we were currently just shy of 50% completion with the PC reviews. PII has been found on approximately 30% of machines. He also noted significant delays in responses and actions from the data stewards. Consistently there has been reported "lack of time to complete the tasks" and "difficulty in scheduling" the reviews with the department members. Concerns regarding faculty have also been received regarding the process being inconvenient and somewhat of an invasion of their privacy. It was suggested that the new Information Security Officer, Leilani Lauger, present a more detailed status of the effort in the next ITESC meeting in February. *Task: Schedule a detailed review of the PII effort for the 2/12 meeting.*

Miscellaneous Items

The ITESC FY09 meeting calendar and agenda items were reviewed. Agenda items for upcoming meetings include a discussion with UMC, Carol Scheidenhelm and Bruce Montes on Ignatian/iTunes/Podcasting Strategy and the review of the PII efforts. Susan solicited for other input. It was suggested that a review of the ECM Implementation, the SSOM LOCUS SIS Implementation, and the Data Warehouse & Analytics Review be scheduled for 4/1 depending on project timings.

The meeting adjourned at 2:45 PM.