

IT Governance Program – Architecture & Infrastructure Committee

Meeting Minutes

October 15, 2020
1:30 – 3:00 p.m.
Zoom

Attendance:

AIC Members		Ex- Officio Members	
X	Andy Bland	X	Ed Pierson
X	Francis Dang	X	Andrew Marcontell
X	William Deigaard	X	Suzy Pryor
	Justin Ellison		Rudy Supak
	Robert Lightfoot	X	Kathy Williams
X	Chris Nugent		

ITG Program Support		AIC Guests	
X	Sharon Mainka		
X	Missy Mouton		
X	Ethel Vaught		

Minutes: Scheduled Business

Item 1: Welcome & Announcements

Description: *General welcome and opportunity for announcements and items of interest relevant to the committee*

Item 2: Recruiting Additional Members

Description: *Discuss addition of other committee members*

- Vet School and College of Ag have sent possible new members. Sharon will be contacting these potential members.

Item 3: Division of IT Strategic Plan

Description: *Discuss IT Strategic Plan*

- Sharon Mainka presented this item.
- Division of IT is starting to create a longer term, five-year strategic plan. Will start with multiple town hall meetings. Each governance committee with host a session. This will tie into objectives that this committee would want to take on both now and over the next couple of years. Start date is to be determined.

- May need a subcommittee meet about questions to be discussed at the listening session.

Item 4: Committee Objectives

Description: *Discuss committee objectives for the next year*

- Ed Pierson discussed our current charter and making changes for our future charter. There have been many changes, for example, security requirements, that customers will need translation to help with understanding and implementation.
- There is a need to streamline processes to obtain services from the Division of IT. A chat bot would be useful to customers interacting with the division.
- Keeping the existing charter items, but shift to being the voice of the customer.
- Future charter:
 - Provide accessibility for our customers to what the new regulations and systems mean to them.
 - Streamlining processes- recommending tools and techniques to providers of how to present tech to our customers
 - Provide input internal teams on ways to enable the customer to better utilize the new service.
- Should we focus on certain areas, such as data center storage, productivity tools, or data networks? We were working on the next generation network RFI review, before Cheryl Cato retired. Get results of RFI and provide input and feedback.
- Work on education to the campus community about new AIP and STAR. Provide input to the teams on key areas of prioritization and focus.
 - STAR is managed by Josh Kisee, while AIP is managed by William Deigaard.
 - If I'm a customer, I would want the relationship between STAR and AIP, and the processes that govern them to be clear. I don't want to be bounced between STAR and AIP, because I didn't know which one to contact. Same with on-premise and cloud services.
- Pick 2 areas for future technology as white papers, for example identity management tool – this committee may not have the ability to pick which tool, but can provide input about requirements of what we need to do with the system. We can work across committees, such as with EAC. Focus on what is needed, not what products should be looked at.
- Rather than trying to be the experts to pick something, work with the folks who have picked something to understand where to go, how to get, and how to use services. Ease of use around security protocols, ease of use of ordering services, ease of use around the network. List common services and send questions out to governance committee members and IT directors to rank which are the most confusing to order or use. This could be addressed in the Division of IT strategic planning meeting.
- Define the 'voice of the customer' in segmentations that can be consumed by the technical teams.
- Ed also outlined some suggested objectives in a slide as well and reworded some items after discussion with the group. Ed will write this up and send around to everyone for thoughts, approvals, and/or additions.
- He will distribute the charter page as well, and all of this will be discussed at the next meeting.

Motion to adjourn 2:32 p.m.