

IT Governance Program – Architecture & Infrastructure Committee

Meeting Minutes

November 19, 2020

1:30 – 3:00 p.m.

Zoom

Attendance:

AIC Members		Ex- Officio Members	
X	Andy Bland	X	Andrew Marcontell
X	Francis Dang	X	Anthony JG Antonidis
X	William Deigaard	X	Sean Michaelson
X	Justin Ellison	X	Zac Sanders
	Robert Lightfoot	X	Dr. Michael Sardaryzadeh
X	Chris Nugent	X	Rudy Supak
X	Ed Pierson (Chair)	X	Kathy Williams

ITG Program Support		AIC Guests	
X	Sharon Mainka	X	Serge Razafindrako
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.*

- There was a question yesterday regarding a rumor that we decided not to renew DocuSign, and Sharon wants to make it clear that an RFP must be done for that signature software, but that doesn't mean we have decided not to continue. That hasn't been decided. We are doing an RFP with the A&M System. Lacey Baze send an email out addressing this as well.

Item 2: Committee Objectives

Description: *Discuss committee objectives for the next year/vote on new objectives.*

- Ed Pierson discussed the charter of this committee and shared two slides about the objectives.
- Discussed shifting the focus of the committee to the voice of the customer and working with our internal providers of any systems, so tht those creating these programs can also hear the voice of the customer and seeing gaps between what is wanted and what is provided.

- Discussed case studies and what we may do in different categories.
- Discussed how to make the process easier for customers trying to buy a set of services being offered and tie this into the Strategic Planning that has already started.
- The slides with the bullet points as discussed and updated at this meeting are shared. A motion made to adopt the future charter as displayed here today, all in favor none opposed. Motion passed for this to be adopted as the new charter for this committee.

Item 3: Cisco VoIP

Description: *Voice networks outside the wall*
"Voice of the customer" on VoIP request

- Chris Nugent discussed this item on the agenda.
- Discussion of the Jabber client and looking for a way to put VoIP at the firewall making it easier for us to get office calls on our cell phone and making it easier for working off campus.
- A set of features would greatly improve our VoIP system.
 - Come up with a list of things we want it to , then submit to external organizations asking how close we can come to this.
 - Suggested to make phone calls work through Teams. Knowing use cases would be helpful.
 - Working from home, need to be able to answer your work phone. Need a quicker fix, for example to preparing the firewall to accommodate this need. Also making office phones work in social distancing arrangement, for example rotating time in office setting with others.
 - Asking for William and Serge's team to look at the short-term possible solutions along with the financial requirements. In the meantime, this group will make a list of the use cases.
- Ed Pierson asked for volunteers to work with Chris on building out the use cases with Andy Bland.
 - Suzy Pryor, Justin Ellison, and Jeff Skelton.
- The second part of this is offices worried about analog service assistance is going away.
 - Reviewed some information on the IT telecommunications service page. Need to look at this and streamline this service for the customer.

Item 4: Atlassian Accounts

Description: *Discuss administration of Atlassian applications*

- Christopher Nugent discusses this item.
- Would like someone to look into this situation with Trello/Atlassian. There is no valid application administrator at the campus level. Have identity management set up a shared account as an administrator was a suggestion. William said this is complicated, and he would take a look at this.

Meeting adjourned: 2:41 p.m.