Minutes: Scheduled Business

Item 1: Welcome and Announcements
Description: General welcome and opportunity for announcements & items of interest relevant to the EAC.

Adam Mikeal welcomed the group.

Item 2: Qualtrics Renewal/Replacement
Description: The Qualtrics application, commonly used for conducting surveys, will experience a significant price increase imposed by the vendor. This agenda item discussed the topic of software renewals, the role of the EAC, and the relationship to an existing EAC objective.

Jon Griffey gave an update to the group on the current standing of the Qualtrics agreement and what is to come. Jon explained that we were grandfathered into an old price schedule and received an extension on making a decision and that extension ends this month. With the new pricing model our price more than
doubles. We currently have about 4000 registered users and approximately 1200-1700 of those are considered “active users”. We are currently in the highest tier and would need further analysis to determine if it would be more beneficial for us to pay by number of users and how that would affect the pricing.

Adam Mikeal suggested that we discuss how to get the data necessary in order to better analyze the benefits of changing how we are charged, whether it be as we currently do it, or by individual users. In order to collect this data, it was determined that a small working group should be to handle this as a priority, but also to handle Objective three on the list of objectives. Jon will provide as much raw data as possible to this group for them to make a determination. Jon has a deadline of April 30th. At that time, he will have to provide an answer to Qualtrics.

Item 3: Objective 1 Data Collection
Description: Discuss the approaches for data collections associated with Objective 1.

It was discussed that each member of the committee volunteer for one of three sub-committees or working groups that will be formed to work on each of the three determined objectives. The priority will be the Qualtrics issue and will fall into Objective 3.

Objective 1: Service Portfolio/Catalog
- Juan Garza
- William Dell
- David Sweeney
- Cheryl Cato
- Dr. Melanie Moser

Objective 2: Communication Tools
- Juan Garza
- Delisa Falks
- Verna Fritsche
- Dean Poppell
- Rick Young

Objective 3: Vendor and Contract Management
- Dr. Sean Jasperson
- Ramesh Kannappan
- Joseph Towers
- Venesa Heidick
- Jeff Kurtz

Adam also asked for someone from this committee to be a liaison with the IRPSC Committee. Rick Young volunteered and will serve as that liaison.
Item 4: Scoping the FY18 Objectives
Description: Develop scope statements and position EAC members to work toward objectives.

Adam requested that the committee break into three groups, with one person in the group serving as the coordinator for this exercise which would help determine the scope of the objectives.

Group one chose David Sweeney as its coordinator and presenting the following scope:

- Define what “enterprise services” means.
- Survey divisions and colleges for services that meet this definition.
- Define info to include as “in-scope” and explore solutions.

Why do we need a Service Catalog?
- Plan & implement services.
- Provide forward facing services to customers.
- Benefit Service Owners.
- Define Service characteristics.
- Lifecycle of services
- Documentation
- Security

There were no objections. Scope and charge for group number one will go forward as submitted.

Group two chose Rick Young as the coordinator and presented the following:

Video/Web:
- TTVN
- WebEx
- Zoom, Blue Jeans
- Google Hangouts
- Skype
- LMS Collaboration Tools

Chat:
- Skype
- Google
- Open chat

TXT:
- Twilio
- Signal vines

Email:
- Google
- Exchange

VOIP:
Cisco
Soft Client

Rick Young will talk to Erik Beck and ask to look at their spreadsheets for data for stage one and will return to the committee for direction on stage two. Business needs should be an important part of this strategy. There were no objections.

Group three chose Ramesh Kannappan as its coordinator and presented the following:

- Understand what options are.
- Analyze how contracts are licensed
- Analyze hidden costs, both within the firm and our own opportunity costs.

Discussion ensued regarding specific cases, things to be reviewed, and immediate goals. Between now and August, Qualtrics will be primary objective, and determining what type of recommendations that this group may be able to provide.

Meeting adjourned at 3:30pm