IT Governance Program – Enterprise Applications Committee

Meeting Minutes

March 26, 2019
1:30 – 3:30 p.m.
General Services Center Conference Room 2605

Attendance:

<table>
<thead>
<tr>
<th>EAC Members</th>
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<th>Ex-Officio Members</th>
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<tr>
<td>Debiyoti Banerjee</td>
<td>Jon Griffey</td>
<td>Dr. Sue Bloomfield</td>
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<td>Michael Bolten</td>
<td>Venesa Heidick</td>
<td>Dr. Catharina Laporte</td>
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<tr>
<td>Cheryl Cato</td>
<td>Dr. Jon Jasperson</td>
<td>Ramesh Kannappan</td>
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<td>William Dell</td>
<td>Dr. Melanie Moser</td>
<td>Dr. James Snell</td>
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<td>Purna Chandra</td>
<td>Dean C Poppell</td>
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<td>Doddapaneni</td>
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<td>Laura Dohnalik</td>
<td>David Sweeney</td>
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<td>Delisa Falls</td>
<td>Joseph Towers</td>
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<td>Verna Fritsche</td>
<td>Rick Young</td>
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<td>(Parliamentarian)</td>
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<td>Dr. Juan Garza</td>
<td>(Chair)</td>
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<th>ITG Program Support</th>
<th>EAC Guests</th>
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<tr>
<td>Joshua Kissee</td>
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<td>Sharon Mainka</td>
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<td>Missy Mouton</td>
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<td>Lea Ann Westmoreland</td>
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Minutes: Scheduled Business

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

- Dr. Juan Garza discussed how the topics EAC is addressing is also being discussed in other committees and they are waiting for EAC to make recommendations for the service catalog and the purchasing process.
Item 2: Procurement Process Subcommittee

Description: Ramesh Kannappan will report on the progress and next steps in the contract proposal.

- Ramesh Kannappan begins discussion with the group regarding a service catalog vs software inventory catalog. How they tie in together and suggests a task force to address this issue.
- Ramesh distributed a handout for the group. There was discussion on how to roll it out, what steps should be in the proposal and how to go about putting it all into place.
- The key item to be discussed in the development of the software catalog is to include everything that is already approved.
- The sub-committee will get together again to finalize. Purchasing, contracts and Michael Sardaryzadeh will all be included in that meeting to follow up on the next steps of how this will work.
- Before this goes into effect, a software catalog would need to be in place. Looking for a suggestion from IRPSC on how to phase it in. Could we move this forward as phase one with a built in expansion to cover entire scope after phase one is complete? The CISO will have to review the entire process.
- Josh Kisse suggested to look at people, process and technology in the future effort. Josh shared observations that will help in the future design.
  1. There must be a way to flag contracts that are a high priority and why.
  2. A tool with a consistent workflow should be used as opposed to emails being traded without a workflow where people can see the status of their request.
  3. There is no need to let a request sit with one group as there can be parallel work flows. But to do that, must map out an optimized process.
- David Sweeney suggested to document the process first. Then it all has to go thru CISO for approval. Recommended to document and figure out where the constraints are.
- Ramesh directed the group back to the handout to item 6.
- There are two things that need to be done first. We need to develop a software catalog and Michael’s group will take lead on developing the questionnaire for this. Without that in place this process won’t work. If there is an outline of a catalog and a questionnaire developed, we should be able to move forward.
- Question asked of Ramesh: Does this need to be in place before what we are doing will be approved? Ramesh feels the more details in place as possible, will help the approval process.
- Juan began discussion as to whether a software catalog and a service catalog are two different things. Even if it is not totally built, if we have the catalog and the questionnaire in place, would help the approval process.
- The idea behind the catalog means if something is already in catalog, then it doesn’t have to go thru the same approval process. The point of this was to put a proposal out there so that there is a process.
- The group voted last month to move forward, but a lot of revisions were made. It was suggested that we wait until next month to make a motion, in order to give Ramesh time to make revisions.
Josh suggested that the proposal have a section on outcomes of this initiative, should it be approved.

**Item 3: Service Catalog Task Force**

**Description:** The committee will discuss how to collect the data for the Service Catalog and identify potential workflows for how the catalog will be maintained.

- Juan Garza begins discussion regarding this task force. Michael Sardaryzadeh and Craig Coates have both volunteered to serve on the service catalog task force. David Sweeney would like to be on the committee as well.
- Juan opened a Google document with spreadsheet for an example.
- This spreadsheet was based on information from an Educause article. Juan took what we do and put that into a spreadsheet with a description of the service, based on their categorizations.
- This can be given to IRPSC for review, but this is basically our catalog. Juan asks if this is what we are talking about when we talk about a service catalog?
- David Sweeney discussed that this is a great list of info about the service, but feels the service catalog should include software and not have two separate catalogs. The other half should be info about the life cycle of the service. There are three components:
  1. In pipeline, things in pipeline but not in service yet.
  2. Service Catalog proper- everything in production including software, services, hardware etc.
  3. Retired
- Requirements could change so that things that are approved are not the only things included.
- The question was asked about the intended audience for catalog and that would be the community as a whole. Not just those with IT background.
- David showed the group a database available for example.
- David communicated that a service catalog is a system to document not just a resource. It has a lifecycle and will extend across the university. The scope and what kind of data to be contained should be included.
- Juan asked what happens for other individuals that don’t have this expertise to build a service catalog?
- Cheryl suggested Symantec.
- Josh demonstrated the Ohio State service catalog saying that they set the bar with what they built. The Ohio State site is driven by ServiceNow.
- **Recommendation:** Juan asked for a task force, Volunteers: Michael S, David Sweeney, Cheryl Cato, and Craig Coates. This task force’s responsibility is to come up for the university and entities across the campus, a universal service catalog. The software list will be separate and we will figure out next month how to proceed with that.
- Cheryl feels it is all tied together for her as well and not two separate catalogs.

Meeting adjourned at 2:37 pm