Minutes: Scheduled Business

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

- Juan Garza welcomed the group. He will serve as chair for this group.
  Round the table introductions.
- Discussion that agenda items will be presentations on these objectives.
  Item 5 will be postponed until the next meeting when David Sweeney is able to attend.
Item 2: Qualtrics Task Force Development

Description:

- Jon Griffey shared that due to rising costs and contracts issues, he sought feedback from the ten current Qualtrics customers, who at that time had all agreed to renew their contracts even at a higher price until a permanent solution was decided.
- Since that time, Jon went back to Qualtrics for more information including future pricing.
- A task force was created to find another Vendor but this will take time, so Jon sought a longer term contract and Qualtrics agreed to a small decrease in price.
- 8 of the 10 existing Qualtrics customers agreed to the longer contract and reduced pricing. Two would not commit to the longer term contract, which would affect the overall pricing for the remaining customers.
- We plan to only agree to the one year renewal and try to find an alternative thru the task force within that year. The first meeting of that task force is tentatively planned for January.

Group Discussion:

- Statistics and liberal arts were the two customers that were not in agreement to the extended three year contract. They wanted to find an alternative product.
- Juan Garza asked the group if someone else should speak to these colleges about participating.
- Jon explained that the other option would be to find two new customers on campus.
- We had already gotten a one year extension then a seven month extension from Qualtrics, so they will not give us another extension.
- Question: Do we know what other options are out there and what their prices are versus Qualtrics?
  - Jon has been looking into this and that is the point of this task force. The college level licenses have the biggest impact.
  - Discussion on finding funding to cover the cost of the colleges that do not want to extend the Qualtrics contract, we would have more time to make a decision
  - Otherwise, the timeframe would depend on the decision of the task force or this group
  - We are getting the best price for the number of users we have. If a college negotiated their own Qualtrics contract, it would be higher for them.
  - Juan supports going forward with the Task Force. We have until January 1st to renew.
  - Jon feels there should be campus wide marketing for this tool to see what is the best option

Item 3: Objective 2 Discussion – Communication & Collaboration Tools

Description:

- Rick Young serves as the Chair of this task force.
- The charge of this task force was to identify applications in use on campus and what their basic capabilities are.
- A handout was provided which identified the charge, a list of the identified products in use and who uses them. The handout reviews Email solutions, chat and video conferencing.
- Juan asked if one of the recommendations across this committee is for people to pick One product in each category?
Michael Bolton was added to this task force.

**Group Discussion:**
- Difficulties of having more than one email and different accounts when accessing GoogleDocs etc.
- The task force should address this when looking into Office365.
- Question: What does Exchange have that Google doesn’t that is preventing some from being on board.
  - It seems to be a preference.
  - Student's don't usually get exchange accounts and don't have that option.
- Is this the right path to document and recommend to the SITC? Are we on the right path with this document?
- Question: what are the business needs here and what product satisfies them better?
  - What are the pros and cons of each product?
- Juan asked if there were any new members that want to be a part of this committee since it was created before some people were in this group.
- Exchange 2019 is out so before we upgrade we must look into office365.
  - AIC group was asked to look into Office 365 and bring a recommendation to this group.
  - Cost should also be considered for each platform (for students, staff and faculty).
- Question: Should these two things be run parallel or should one group wait on the other (EAC and AIC).
  - Regarding chat: Is there a reason for faculty and staff to be able to “chat” back and forth with their students?
    - Slack and google seem to be the most used Chat tools along with Skype
    - Teams use slack the most.
  - Regarding Webex – we are tied to Cisco for this.
    - We have a system agreement with Cisco and it is a discretionary contract.
    - Zoom would like to bid on web conferencing for the University
- Question: how much consideration was given to these things that would be able to be used on phones vs machine (Mobile Devices).
- Business drivers and pros and cons will be added to this project document going forward.

**Item 4:**  
**Objective 4 Discussion – Procurement Process**

**Description:**
- Ramesh Kannappan is the Chair of this task force.
- A handout was provided to the group that consisted of:
  - steps to establish a process, process steps, questions,
  - approval form instructions, contract approval form template/example,
  - IT security form for contracts template/example, and
  - EIS Student data security form for contracts template/example.
- This committee would need to approve this process and each template/example would have a set of requirements and edited as deemed necessary by this group.
- Committee would need to get feedback from contracts department then notify the university
  - Juan asked what drives the flow, the data or the costs?
  - We would have to check with HIPPA as to what agreements involve this data so we know what to include.
- It was recommended to ask John Pryde, Adam Mikeal, and Cynthia Kauder to come to the meeting for recommendation on where to take this.
  - Any feedback should go to Ramesh
- Discussion about if contracts of a certain amount would need this process.
  - Determined that all contracts regardless of dollar amount should follow the same process.
- IRPSC group is working on a SAP that may tie to some of this. That would play into this process as well.
- Rules on identity will come as controls, not an SAP per Cheryl Cato.

**Item 5:** Objective Discussion – Current IT Services

*Description:*

David will present on this next time.

**Item 6:** Other Business

*Description:*

Meeting adjourned 2:56pm