IT Governance Program – Enterprise Applications Committee

Meeting Minutes

July 28, 2020
1:30 – 3:30 p.m.
Zoom

Attendance:

<table>
<thead>
<tr>
<th>EAC Members</th>
<th>Ex- Officio Members</th>
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<tr>
<td>Debjyoti Banerjee</td>
<td>Dr. Julie Harlin</td>
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<tr>
<td>X Michael Bolton</td>
<td>X Venesa Heidick</td>
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<td>Lauri Brender</td>
<td>Carl Ivey</td>
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<tr>
<td>Stefanie Davidson</td>
<td>X Dr. ’Jon Jasperson (Chair)</td>
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<td>Laura Dohnalik</td>
<td>X Joshua Kissee</td>
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<td>Jacob Donais</td>
<td>X Dean Poppell</td>
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<td>X Dr. Juan Garza</td>
<td>Chris Reed</td>
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<td>X Jon Griffey</td>
<td>X Dr. Hank Walker</td>
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<th>ITG Program Support</th>
<th>EAC Guests</th>
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<tr>
<td>X Sharon Mainka</td>
<td>X Jeff Phillips</td>
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<tr>
<td>Missy Mouton</td>
<td>X Michael Sardaryzadeh</td>
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<td>Ethel Vaught</td>
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Minutes: Scheduled Business

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

- Jon Jasperson welcomed the group. Announced that there are several guests online today from different task forces who are not regular members of the EAC.
- Shared reports at the last SITC meeting and the feedback was all positive.

Item 2: Service Catalog and Software Inventory Task Force Report
Description: Revisions to Service Catalog and Software Inventory Task Force

- Joshua Kissee gave this report. He thanked the participants of the Task Force for their help.
- Overall the benefit of why this service catalog is needed was very clear. The key thing is that everyone knows we are operating in a time where financials matter.
Sharon Mainka talked about the Advocacy section of this report and Dee’s and the SITC’s feedback on this section. A few of Sharon’s examples include the following:

- The service catalog subcommittee within the EAC was desired and kept. Most changed were reallocating two full-time employees, instead of adding these positions, to consolidate the collection of service catalogs into one catalog. Funding could be shifted to allow this full-time person to focus on this.
- ServiceNow is the current tool to be used across campus and maintaining this for now.

After the summary of changes was presented, a couple of changes were noted. Sharon will make those corrections and send back to the EAC.

Josh—When you add new things to what you are responsible for, you have to manage what you can give up in order to manage all of it well. Josh suggested doing a review of some software applications that are under-utilized or things we can get rid of. He feels the service catalog is a step in that direction as well. Maybe discuss this at the September meeting.

Hank—will need to have communications about the service catalog to both faculty and IT professionals to increase visibility.

Motion was made by William Deigaard and seconded by Hank Walker that we accept revisions to the report and forward on to the SITC. If any are opposed, they are to send a message to Sharon Mainka.

**Item 3:**  
**File Sharing and Storage Task Force update**

Description:  
*Update from the file sharing and storage task force.*

- Michael Sardaryzadeh presented this report to the group.
- The goal was to come up with some technology standards to be published for the entire university to see and utilize for file storage and sharing. Had a few productive sessions and started with both existing and new technologies and came up with the technologies that should be standard.
- This task for comprised of people very familiar with academia, the university, and the technologies.
- Michael to send Sharon the final list of technologies to be shared with the EAC committee.
- This report is ready to go forward to the SITC, explaining that this the technology agreed upon by the technology owners based on what is practical and budgetarily possible. Sharon will present to that committee then ask for feedback.

**Item 4:**  
**Digital Signature Task Force Update**

Description:  
*Update from Digital Signature Task Force.*

- Michael Bolton presented this update.
- The report is more of a collection of thoughts and writing notes. The charge was to take a look at current technologies on campus for digital signatures.
- Three products were identified: DocuSign, Laserfiche, and Adobe Acrobat.
- DocuSign and Laserfiche were the ones looked at most closely. They are already licensed across the System as well. Do feel there is a lack of communication especially about DocuSign and how the process works. DocuSign and Laserfiche can work together, with DocuSign having the better document signing capabilities and Laserfiche having the secure storage. DocuSign can be used together with FileNet also.
- Better communication and training are needed for DocuSign and Laserfiche. When using for intra-communications within a department or college, Laserfiche would be sufficient.
• Business processes must reflect agreement on e-signature acceptance between campus units, such as a college and the Dean of Faculties, and for adopting digital signatures with third parties. Key point is a governance structure on management of DocuSign and Laserfiche, such as the structure for Qualtrics.

• There is widespread use of DocuSign even on a personal level, so we need to be careful how we use those IDs. For DocuSign side, you really just need a NetID to sign in. Students do not need a DocuSign account, just a NetID. Laserfiche accommodates other System IDs.

• Everyone has a Laserfiche license, but they aren’t all loaded into the system. Laserfiche admins are working on a self-service way to add people. Also, people may not have NetIDs at A&M System agencies, which will be necessary for using DocuSign. May need a statement for adopting the NetID as a universal ID for everyone in the A&M System. Currently, the NetID is provided in a cost-recovery model.

• Maybe the report should be more specific in the communication governance aspect.

• Discussion around Adobe signatures and ImageNow, which is used for student records. The written report doesn’t have a lot of information about Adobe and should possibly have more. For signing documents that need to be standalone outside of any system, such as for electronic transcripts, Adobe works well.

• Michael Bolton will continue to work with the task force incorporating all of the opinions and thoughts from today and continue working on this report.

• Next meeting date in August is the last meeting of the academic year and Jon Jasperson’s last meeting as chair. That meeting we will elect a new chair-elect to work with Josh on this committee for the next period. The September meeting will be with the new committee going forward.

• Motion made and seconded to adjourn. Meeting adjourned at 2:31 p.m.