IT Governance Program – Enterprise Applications Committee

Meeting Minutes

January 26, 2021
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>Dr. Debjyoti Banerjee</td>
<td>X Joshua Kissee (Chair)</td>
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<tr>
<td>Lisa Blazer</td>
<td>Carl Ivey</td>
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<td>Lauri Brender</td>
<td>X Chris Reed</td>
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<tr>
<td>William Deigaard</td>
<td>X Michael Ringham</td>
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<td>Laura Dohnalik</td>
<td>X Daniel Roberts</td>
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<td>Jacob Donais</td>
<td>X Dean Poppell</td>
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<td>Dr. Juan Garza</td>
<td>X Mauro Sericano</td>
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<td>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 Jennifer Mandel Buratti</td>
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<td>X Missy Mouton</td>
<td>X Michael Sardaryadeh</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.

- Joshua Kissee welcomed the group

Item 2: University IT Strategy Update
Description: Overview of University IT Strategy Initiative

- Sharon Mainka presented this item.
- Previously discussed doing a survey for this, but have received feedback, the survey was not deemed necessary. The new plan is for this group to write a strategy and present to various IT
committees in the March or April meetings for feedback. Goal is to have this finalized and ready for the new President when they come on board.

Item 3: Digital Briefcase Initiative Update  
Description: Update on the progress of the Digital Briefcase Initiative

- Josh presented this item on the agenda with a series of slides. See https://drive.google.com/file/d/1wHL3Oe7mVYOla9McpOgz58ox14taK5nx/view?usp=sharing
- Two meetings with 6+ attendees have been conducted. He discussed the sections outlined as in-scope. A third meeting is scheduled for January 27. We would like to have a document ready for review by this committee on February 23, 2021.
- Question – will there be an FAQ? Yes, the committee discussed this and want to include in the content.
- Comment – when a TAMU-owned machine is used at home, the departmental IT will need to provide support. Users aren’t given admin rights. Other situation is user-owned resources, and these users also need help from IT pros. Perhaps name change to remote use resources or keep working resources?

Item 4: Service Catalog Initiative  
Description: Update on the Service Catalog Initiative

- Josh discussed this item on the agenda.
- Previously, this committee wrote a report on a university-wide service catalog. Have met twice with Division of IT staff, who are working on a service catalog initiative.
- Need a standardized process for collecting new and changed service catalog items and standardized data attributes. Discussed University of Washington’s service catalog, how they tackled this problem, and how we want to have ours work.
- They strongly advocated for the positions included in our report.
- Josh met with Dee Childs to share findings and asked that funding for this be discussed at the next SITC meeting.

Item 5: Qualtrics and SSO Onboarding  
Description: Overview of the Qualtrics and SSO onboarding

- Jon Griffey gave us an update on this item.
- Need to audit the account data currently in Qualtrics. Any email address was allowed, not just @tamu.edu accounts. There has never been any exhaustive cleanup effort to remove old surveys.
- Looking at this migration to take place no earlier than the end of the semester as to be done at a low impact time. Meetings are held regularly and will update the group when a firm date has been identified.
- The Qualtrics admin for the group/dept would be able to manage permissions for their staff. Admin rights will be retained.
- Previously, people could create their own accounts, and the department admin needed to contact Sally to get it moved into their group. This process could be improved.
- Is it all or none move? There may still be a backend way to log in to Qualtrics without SSO. But this complicates management and lifecycling of accounts. There may be unique enough use cases, so this might be necessary, but not advertised.
Item 6: **Inclusive Language in Technology**

**Description:**
- Josh introduced Jennifer Mandel Buratti and gave a brief introduction, then Jennifer gave a presentation. Dee Childs established a group last summer to discuss diversity topics and inclusive language.
- There have been changes to commonly used phrases in the industry. We looked at terms in our knowledge base articles. A short list of some proposed terminology for adoption was presented, e.g., blacklist and whitelist. There is a shared document circulating that encompasses more than IT. Jennifer asked for input on the list.
- Question on is this list going in a good direction. Josh liked the list and asked to move forward. Josh would like to have her back next month.
- Josh asked if anyone would be interested in working with Jennifer to expand on this. Ramesh Kannappan and William Deigaard both volunteered.

Item 7: **Office 365 Adoption**

**Description:** **Overview of the progress of the Office 365 adoption**

- Josh presented this item.
- Office 365 is available, and we don’t need to wait for transition to the Microsoft-hosted Exchange email environment to use many of these tools:
  - OneDrive
  - Sharepoint
  - Teams
  - Power Apps, just to name a few.
- If we do not work towards adoption, the availability of these tools will not be known, and they will not be used.
- We have engaged with Microsoft and have a dedicated person assigned to us who will be made available to provide training on different tools. This is of no cost to us and available until early summer.
- Josh would like to discuss Office 365 adoption and any questions or concerns and see about creating a group moving forward to work on the adoption process.
- Question: What is current usage of Office 365 applications? William: we can get reports for this committee.
- Josh asked for two people to join the group:
  - Juan will provide a name for this group later.
  - Josh asked for Jacob Donais to participate for a student perspective. Jacob named tentatively unless he finds someone else to take his spot.
- Jennifer Mandel Buratti: Students are getting advantages to this that is making it more user friendly for them. It is also HIPAA and FERPA friendly.

Meeting adjourned: 2:24 p.m.
Next Meeting: February 23, 2021