IT Governance Program – Research & Innovative Technologies Committee

Meeting Minutes

November 19, 2018
1:30 p.m. – 3:30 p.m.
JK Williams Building Conference Room 212

Attendance:

<table>
<thead>
<tr>
<th>RITC Members</th>
<th>RITC Members</th>
<th>ITG Program Support</th>
<th>RITC Guests</th>
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<tr>
<td>Dr. Narasimha Annapaddedy</td>
<td>Dr. Hye-Chung Kum</td>
<td>Juan Garza</td>
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<td>X Dr. Michael Bishop</td>
<td>Sean Michaelson</td>
<td>X Joshua Kissee</td>
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<td>X Dr. Susan Bloomfield</td>
<td>Dr. Honggao Liu</td>
<td>X Sharon Mainka</td>
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<td>X Aaron Brender</td>
<td>Dr. Ramalingam Saravanan</td>
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<td>Dr. Pierce Cantrell</td>
<td>Dr. Venky Shankar</td>
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<td>X Cheryl Cato</td>
<td>X Paula Sullenger</td>
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<td>X M. Dee Childs</td>
<td>Chris Seabury</td>
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<td>X Dr. Michael Hall</td>
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Minutes: Scheduled Business

Item 1: Welcome and Introductions
Description: General welcome and an opportunity for announcements or items of interest relevant to the RITC

Dr. Susan Bloomfield welcomes the group and began round-table introductions. Joshua introduced Sharon Mainka, the Assistant Chief of Staff to the Vice President for IT and Chief Information Officer (CIO).

Item 2: Primer on Service Architectures
Description: Joshua Kissee and Sharon Mainka will present research insights surrounding the advantages and disadvantages of IT service distribution.

- Josh gave a presentation on integrating services
- Traditional definitions of services were provided for Central Services, Consortium Services, Specialized Services
- Impact of Funding on Services
- Outlined advantages of Central Services
• Advice: Identify where commonality currently exists and note where commonality should be in the future. There is no single answer.
• Major Considerations for services: Who & how many will use, what functionality is needed, what level of support is needed?
• Selectively identify how services should/could be integrated
• Avoid duplication of services
• Services highly required for compliance (FERPA, etc.) should probably be a shared service with Central Management
• Exchange competition between IT Units to collaboration between the units
• Open Discussion:
  o There are a lot of services that will be hard to categorize
  o Privacy issues need to be considered, especially for research data
  o Services identified as duplicated or redundant, but those services needs to be closely examined to ensure that the exact service is duplicated (i.e. experience, service levels, specializations, knowledge domains)

Item 3: Executive Vision for IT Services
Description: M. Dee Childs will share a high-level vision of IT service distribution to enable faculty success.

• Dee provided an overview of her vision of IT services prior to the official meeting start
• Joshua expanded on Dee’s vision in her absence
• Selectively integrating services
  o Identify important services that should be integrated
• Shared services about IT experience & the impact
• Cost savings should be directed to services that are needed drive higher levels of research support
• Flat is the new up – make the best use of what you have
• Potential shared services to consider:
  o Hardware being procured in bulk
  o Software being procured in bulk
  o Leveraging existing software distribution
  o Integrating the Helpdesk and desktop support
  o Security Assessments and Audit Support
  o Collaboration in place of duplication of services
• Visions:
  o PHD solution consultant support for research
  o Providing software support for researchers
  o Being able to use national resources such as XSEDE
  o Custom software development resources
• Key to success
  o Functions that are unique to a college should stay in the college
  o 50/50 split in terms of reporting and funding for personnel that are tied to services that are shared
  o VP of IT office would coordinate the shared services with the college that wanted to integrate services
Item 4: Survey Result Discussion
Description: Further discussion on the RITC and CIO Survey results using two new consolidated survey result views.

- Review results of 400 respondents to the survey that was sent out
- Results displayed overall and by College/Unit
- For some colleges response rates were very low
- Highest response rates from Engineering, Science, Agriculture and Liberal Arts
- A lot of variety across colleges in the response
- Using the survey responses as a general guide for coming up with some priority recommendations
- One area of focus should be ensuring that the basic services are
  - Identify the basic services that the vast majority of the faculty need and rely on provided (bandwidth, storage, desktop support)
  - What benefits a broad swatch of people
- Also identify the high end computing needs of faculty
  - Consider present and future needs
  - What high ends need will make a big impact
  - Long term storage
  - Complaint computing is also important
  - High performance computing
  - Personnel support

Item 5: Next Steps for the RITC
Description: Dr. Susan Bloomfield will lead a discussion to determine next steps for the RITC to focus recommendations.

- Will be addressed at next meeting
- Joshua reviewed the Committee’s Charge
- At next meeting will discuss if the committee should put a framework around their recommendations:
  - Should they focus on what will advance research and innovation to the next level
  - OR Consider the needs of many research faculty on campus
  - Note that the foundational items assist everyone

Meeting Adjourned at 11:38 am

Next Meeting: December 17th, 10 am – 11:30 am