Faculty Senate IT Use Committee minutes

February 20, 2018, 3-4PM

Zimmerman Library, Waters Room

Present: Elisha Allen, Jon Wheeler, Inseung Park, Alesia Torres, Tuan Bui, Tim Billstrand, Melissa Thompson, Deborah Fort, Bruce Perlman, Kevin Comerford, Stephen Hernandez

1. Update on Research Technology Advisory Board (Jon Wheeler)
   a. A subcommittee of the board has completed a series of focus groups with faculty, deans, and research center directors to assess research IT needs across campus. A report is forthcoming. Following review by the full advisory board, Jon will distribute to the committee.
2. Educause student IT survey (Elisha Allen)
   a. As an ECAR member, UNM has the opportunity this year to participate in the Educause student IT survey. The survey population alternates each year – the 2018 survey targets students, next year will target faculty.
   b. We cannot add or revise questions. This is assumed to be a no-cost opportunity.
   c. **Action item:** Recommendation requested from ITUC whether to participate this year. Request is time sensitive because the survey is already underway. Info and survey instrument available:
        i. https://www.educause.edu/ecar/technology-research-academic-community/etrac-portal
       ii. https://www.educause.edu/~/media/files/library/2017/10/2018etracstudentsurvey.pdf?la=en
3. Faculty IT Survey
   a. Central IT is not going to administer a faculty IT survey this year.
   b. The committee has the option to administer our own.
   c. **Action item:** Jon will distribute past surveys for review (link provided below). The committee is requested to review and determine if a new or updated instrument can be developed in time for early April distribution. Prior surveys:
        i. http://cio.unm.edu/initiatives/index.html
4. UNM IT dashboard and prioritization of non-standard work (Alesia Torres, Tuan Bui)
   a. Alesia provided background information regarding the different processes the IT advisory boards have adopted to review and prioritize projects. Some of the differences are due to the different scopes of the advisory boards, some result from the presence or absence of past practice. For example, the Administatiive Technologies Advisory Board uses a well developed, pre-existing framework for decision making. Alternatively, there is no pre-existing model for the work of the Research Technologies Advisory Board so that board is developing a process from the ground up.

b. 'Non-standard' work (NSW) consists of projects and support requests which aren't covered by existing services or support models. Each advisory board prioritizes NSW projects that fall under its purview.

c. Creation and alignment of intake process (submitting and prioritizing NSW requests)

   i. Opportunities exist to improve visibility of IT processes, collaborations across departments, and efficiency.

   ii. See presentation for a diagram of workflow and criteria for determining whether a request is NSW.

   iii. Initial assessments are completed by IT in coordination with requestor. Assessment includes costs, available infrastructure, security requirements, etc.

d. Overview and walkthrough of https://myit.unm.edu/

   i. Q – How to access?

      1. Log into https://myit.unm.edu/ with NetID and password.

      2. Lots of info provided – for advisory board project level info, go to "IT Governance" menu.

   ii. Q – How to submit a project request?

      1. Not via dashboard – IT is looking at redesign of help.unm portal.

   iii. More info on prioritization processes:

      1. Each advisory board as noted has its own process.

      2. A scorecard is in development for Academic Tech. Advisory Board project – draft will be distributed to the committee.

      3. Academic Tech. board is also forming a subcommittee to facilitate prioritization. Subcommittee composition TBD but IT Use Committee involvement is encouraged.

e. **Action item:** Dashboard and prioritization processes are works in progress. Committee members are requested to review projects and processes as documented on https://myit.unm.edu/. Please forward questions or comments to Jon or the committee listserv.