

Staff Meeting  
May 12, 2011

Susan Cherry, Jim Cook, Denise Grinnell, Jennifer Thede, Scott Thede, John Urbanick, Terri Aldrich  
Absent: Jim Maat

### IT Services Department Website

- Viewing & Discussion
  - John said he initially struggled with the concept of IT department site vs Tech Support sites. This view is about the department page (about us). John said the data in the template can be changed and we are trying to keep it one-click deep where possible. Think about us vs. tech support.
  - Susan navigated the new web page template sections like About Us, Governance, Departments, welcome statement, mission statement, action plans,
    - To Do: Put intro about UAPs on that page, add STS box on org chart, IT Project Management section needs a D. Terri can separate phone lists by department. Would like to get the phone list to be auto-updated from Banner. Put Lotus Notes survey online. Update STS logo (computer looks too old)
    - Will we have staff profiles online? How much info do we post? Do we include student employee profiles? Scott said the areas that interface with the customers the most should probably have photos with their profiles. Profiles will be on the customer-facing areas.
    - Reports: do we include dashboards? (Yes, as time permits) Do we include previous years' surveys? (yes, as time permits)
    - IT Business Policies section opens to the BPL site.
    - Department pages: TAC contains some of the same info, but more info can be added via Scott. Denise has a blurb written for the EAS page.
    - Should department summary be on a page or in the service catalog? Susan said that the service catalog is more detailed.
    - Susan discussed the service catalog topic and committed to examples for each of the managers by June 13th. A usable service catalog that is approximately 80% complete will be in place by the start of fall semester.
- Next Steps
  - Need feedback for about us from the managers. What should the landing page be? Org chart feedback. The link will be shared with the managers so they can provide their advice. On the bottom sections, looking for content. Susan's students will make the content look the same. There should be consistent content like purpose on the department pages. 2 wks for feedback.
  - Jody, Jim M, and Denise are the contacts for the departments.

### MyTech Support Website

- Conceptual Framing Discussion
  - Base it on service catalog, keep it simplified, show Whatsup servers
  - Denise said content stuff is probably easier to get done than new technologies
  - Conceptual timeline in about a month. Susan will have examples in each are in the format for service catalog.
    - Goal for entire service catalog is for fall semester.

### IT Service Management

- Update on Incident Replacement Tool Selection
- Next Steps
  - HEAT replacement kick-off meeting scheduled for May 19. Folders are being assembled with materials people should look over. The business requirements to choose a tool – have those been established?
  - Susan shared an article from a company who sells a help-desk product and it explained how to use assessment tools and develop business requirements.
  - Fruition assessment is coming up May 23/24

## Round Table

- Scott said Kendall and COP tour the IT operations pertaining to off-site support and offered help to avoid duplication of support efforts. Lots of good questions and a worthwhile time.
- Jim C said he spoke with Dougald from Dell and the new rep for Ferris has been assigned and will do a site visit on May 25. ROK video surveillance work has been resolved; both servers are functioning and existing cameras are working and recording appropriately. The first phase of the AD project has been completed.
- Susan said she met with Rick Christner and Linda Golden about how they do business policies (no longer business policy letters). They had developed a template for policies and they are interested in forming an A&F policy group. Susan also met with General Counsel and showed the template she has which Miles Postema wants to take to Presidents Council for approval and form a University committee and bring a trainer in to help people on campus know how to write them.
- Denise said EAS staff had a nice potluck. Office moves are completed from downstairs to upstairs. Temporary office locations during the remodeling of the next 2 offices will be: Terri Aldrich and students in CSS and Lynn Lewis in 121D.
- John said he's been working with Jerry about IT planning and trying to figure out, from a University perspective, what kind of service organization we want to be and what IT needs the University has. We are trying to engage the other VPs and get feedback. John said he still owes the managers the plans for FY12.

## Adjournment