Staff Meeting
May 27, 2010

Present: Denise Grinnell, John Urbanick, Susan Cherry, Jim Maat, Scott Thede, Jennifer Thede

Service Catalog Presentation

Susan shared some information from the West Michigan Help Desk Institute on building a help desk catalog and how that will help with service management and incident requests. The presentation compared IT with a restaurant menu and how you tell the customers about what you offer. Service Strategy; Service Design, Services Transition, and Service Operation are the concepts. John stressed that our organization is already doing many of these things. Scott commented that this can be overwhelming and we do not want to go so fast that staff gets turned off. He wants staff to see the advantage of the catalog without being turned off by the more complex elements.

Budgets for Next Year

John submitted our compliance for reduction and has communicated that to the managers who are affected. Carryover dollars in gen fund accounts will be put into a carryover account. Some ideas for change next year: Applications and ETS will get an amount allocated and John is looking for input on the appropriate amount of money for discretionary departmental spending. John would like to figure out a way for purchases of equipment to go through him for approval so he can manage perceptions of equipment purchased and try to be fair. Scott said approval levels of $5,000 - $10,000 were already in Banner and that might be the best tool to use.

IT Positions

PT position available in ETS and two FT continuing positions in ETS – one for Unix and one for infrastructure. There was a successful internal search in CTS and Beth Haneline was selected. We have two positions vacant – one in Apps and one in CTS, both are being held by John until the spring planning sessions are completed.

Common Themes from Planning Sessions

An open discussion was held on what John and the managers are seeing as common themes of discussions at the planning sessions. The themes are reoccurring concerns, ideas, needs and/or deficiencies of the departments. The following are not in priority order;

- Database administration, loss of temporary staff has created a void for supporting SQL databases that IT supports for university customers.
- Need for an IT project manager position or person, as we have reduced staffing more work is assigned to individuals, example DB Admin, in order to be successful IT Services will not be able to assign PM to employees also and be successful.
- One department (ETS) appears to be a bottle neck for new projects, simple and complex. We attribute this to taking on all requests from the University and rarely discontinuing any services. In addition the department was reduced by 1.8 FTE as part of the new temporary employee strategy.
- Help and support on new directions for IT Services from executive leadership.
- Improvements on IT policies, procedures and communications from CTO office
- Kendall College continues to be a drain on resources, CPTS GR Support not as much. With the expansion of programs in GR it is clear that resources to support the facilities/programs IT needs are insufficient.
- Need to reduce work load in some departments and move the right employees around to support university needs. The perception by IT managers is that the university is not flexible enough to accommodate dynamic changes.

- Need a clear process for accepting work, including a staff to technology acceptable ratio and when we can support initiatives clear alternative solutions need to be provided.

Employee Acknowledgements

Dave Wininger and others in CTS assisted in graduation that would project the students going across the stage and speakers and this was well-received. Mary Holmes was awarded by BlackBoard as a Catalyst for Community Collaboration.

Employee Evaluations

John has started the manager's evaluations and all employee evaluations are due June 30th.

ETS Servers

John was given a list of servers, 240 and counting, and asked for them to be prioritized: 69 tier 1 servers on 24/7 support; 44 tier 2 servers; 105 tier 3 servers. John wants to prioritize the servers by some criteria and then reordered and make a determination on alternative solutions. We will try to figure out a way to reduce the workload. How do we figure out criteria and prioritize the service – by Univ. goals? # of users? Can the service be easily combined with other services on a single server? Learning focus? Business critical? Can it be eliminated at all? Provide efficiencies? Is there an ITIL or industrial index standard we can use to figure this out?

Round Table – Round table minutes not recorded.