

Staff Meeting  
November 12, 2009

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

Agenda

**IT Fall Retreat Rescheduled**

John's retreat with the managers was postponed until Dec. 4<sup>th</sup> so he would have the benefit of attending the A&F retreat beforehand. There will likely be more direction for IT Services, the division, and the University after the A&F retreat.

**Review ITS Cost Saving Ideas**

John had asked the managers to review the list of cost savings ideas submitted by the campus community of IT services and recommend the top 3 each manager thought would be feasible. The group discussed these recommendations which were as follows: Printing solution changes, one PC per employee, Lotus Notes to Gmail or other systems conversion for fac/staff, reduce Blackberry or other cellular devices, reduce/remove phones in res halls, res hall printing changes, reduce specialty labs and centralize labs, energy savings, reduce software in desktop applications across campus (including labs) and enterprise software, open source software. IT has a huge opportunity to put computers and printers in power saving mode. John will organize and see where VP Scoby wants to go with it.

**Any Question on Services Sheet**

Managers to have completed by individual meetings on 11/19.

**Review Progress on Common Themes**

John went through the sheet to review progress on the tasks to improving IT. The ITS channel has been implemented on MyFSU. Communication – keep it up! John asked the managers to share with him any noteworthy events or points of pride within their group. Coordinator meetings – would they add value? John said it should have a purpose but there was concern expressed about people getting together and adding a layer of management. Scott and Jim to help John write the charge.

Key performance indicators: how are we doing? Daily work priorities – Susan to get final version and send to managers to share with staff and post on ITS tab. Taskforce to clarify service rolls/responsibilities – who should be on it? John will work with that group. If it's making sure people are in the right roles, then that should be management. John to work on. Susan – clarify policies: not necessarily one task force for all – it would depend on the policy on who is involved. John wants to see a list of policies and prioritize that list. Do a survey to see who wants to work on the policies. Walk a mile, common face to the customer is a starting point. Using ITS instead of



individual department acronyms. Customers do not care who is taking care of the issue, they just want their problem fixed.

Co-worker appreciation day: Apps hosted ETS to thank them and it helps to know how another department is successful because of work another department does.

### **Online Store**

STS is rolling out an online store for software and hardware. Scott is thinking about a store for projector bulbs or anything that is supplied from stock. It would be good to have one store-front web page for all the stores that will link off to each specific store site.

### **Round Table**

John: Training & Travel. Concerned about budgets across the board and John will talk to each manager about setting limits for training & travel. John asked that if the managers have a plan for training to bring that to their individual meetings. Surveys: need to start planning for the spring surveys.

Denise: new web server going online tonight (ferris.edu hardware getting upgraded)

Scott: Employee satisfaction survey in CTS was disappointing. However, spring's survey was very high, so he is trying to figure the difference.

Jim C: eHSARF will start getting used to purchase desktop items; Jennifer will still purchase. Video surveillance project is to consolidate video cameras to have one system monitoring it. This is only for new cameras, not existing systems.

### **Adjournment**