# Minutes

FERRIS STATE
UNIVERSITY
IT Services

<u>**ATTENDEES**</u>

**Attendees:** Susan Cherry, Jim Cook, Denise Grinnell, Jim Maat, Scott Thede, Jennifer Thede (minutes)

**Handouts:**

<u>**AGENDA ITEMS**</u>

**New Business:**

| Item | Lead | Notes |
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| **IT 3 Year Planning Next Steps** | **All – 30 mins** | • Update on Plan + Q&A<br>• The 3 yr plan is being worked on regularly and John is meeting with Jerry to figure out what pieces will stay or go in the plan and what might be added from the summary of comments from the campus leadership who took the survey.  Initiatives have been prioritized based on the feedback from customers.  Denise remarked that since governance is last, the perception is that not so important and details that administration needs to know might not surface.  It may be perceived that customers will have less of a say if IT Governance is a major focus.  John said customers want IT to be success and supported.<br>• For release management strategy there was a sense that IT puts equipment and software in production and then it goes into maintenance mode but nothing is in the plan to manage the ongoing upgrades/maintenance.  Leadership was worried that "their" system was not in the plan to be upgraded.  We don't have application life cycle management.  What can we do to advance a system?<br>• Scott discussed the many AV issues and failures and that there isn't anything in place to maintain the equipment.  Could there/should there be a formula for every smart classroom implemented, a % of the total is also added for maintenance.  Scott said that if we are strategically putting in smart classrooms, we should be strategically planning for maintenance upgrades.  Denise said that applications maintenance needs to be considered, too.<br>• John said that he was encouraged to be clear in requesting what IT needs.  If staff is needed, ask for staff, not "support".  We may not have the right support level for first level support – we need more experts or train people better to have more solved on first contact; we might need to have more full-time staff than students to do that work.<br>• Start work on initiative detail sheets (samples)<br>• The group reviewed the sample initiative planning sheets.  Jennifer to make edits and create the rest of the sheets.<br>• Gartner review begins on 10/24<br>• This will be a high level overview and additional sessions will occur.  We will see if more consulting is needed after we talk with them.  We can't have a plan that will overpower our organization and we can't put forward a plan if we know we won't be successful.  Denise asked if we should have someone analyze what we are already doing vs. just what we are planning to do.<br>• |
| **Schedule for GR IT Support** | **All – 30 min** | • Q&A, You may have to adjust your schedules, Jen to schedule.<br>• John met with Sandy from Kendall and there is a lot to do on the schedule.  Scott, Jim M, and John are going to Kendall on Monday, Oct. 17 and then later a meeting with the GR IT staff.  Sandy, Don, Tracy will be invited, too.  Office space needs to be thought about.<br>• Susan volunteered to do the training on HEAT call logging.<br>• |
| **One Time Funding Opportunity** | | • A&F Divisional Funds Available<br>• Each A&F unit can submit requests for funding.  We can look at the one-time funding requests from last year to see what wasn't funded and go for those.  Student employment dollars.  Minor caps.<br>• Denise said backup, Banner, and Vm capacity<br>• Jim M suggested additional funding for HEAT replacement<br>• Jim M suggested fudning for increasing power to the West server room<br>• AV upgrades to fix capacitor issues<br>• Training |
| **IT Planning Retreat Rescheduled for November 17th** | | • Just a reminder that the retreat is at the Reed City Depot on 11/17 |
| **Round Table** | **All – 30 min** | • Jim Cook – mPower project is closed.  How can we market and recognize this?  Denise said they do a wrap-up/celebration lunch at the Rock.  Customers can be notified via the newsletter – good work for a tech writer to do (Susan's intern).  Tower 25 project updates were also provided.<br>• Denise - Scott Randle is out of surgery and he will be in ICU for a few days and out for several weeks.  Lynn Lewis was also in the hospital and is awaiting stress test results (update: Lynn is back at work).  Denise had tech and project review meetings; seems like more keep coming and there is little relief.  EAS is in the process of decommissioning the old SAN and wiping data.<br>• Jim Maat – Rankin project is moving along and they are in the design space phase.  John asked Jim to give a short presentation on what the space will look like.<br>• Scott – Newsletter articles from each area would be appreciated.  Celebrating projects and |

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| | | providing more information to the customers about what the project accomplished.  Scott said that more than other years, staff can't seem to keep their head above water; the call queue keeps growing. Denise said that with all the health issues with staff, everyone is very overwhelmed.  Jennifer asked if there was an outside company that could provide relief, but the group thought that things are much more complex now and it costs more than to hire someone. |
| | | • Jennifer is on vacation 10/24 – 10/28 |

*ADJOURNMENT*