FERRIS STATE
UNIVERSITY

INFORMATION
TECHNOLOGY
SERVICES

Staff Meeting
December 9, 2010

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

Top 5 Funding Requests

John shared all of the IT priorities, specifically focusing on the top five that were shared with VP Scoby. Funding was provided, partially, for the network infrastructure upgrades. The University is going to spend some callback surplus on initiatives. Denise said that new batteries and a few things to complete the new UPS upgrade/maintenance initiative will be adequate. John said it appears that year-to-year there are fewer one—time dollars and perhaps we need to narrow our focus in future planning.

IT Services Reorg

Communications/documentation

Jim Maat said more meetings are needed with his some staff to clarify structure and new mode of operations. Staff with coordinator roles are confused on what other team coordinators might be doing; there is a language difference. John would like the managers with staff to share their plans with each other as they feel comfortable, but soon because we need closure. John would like to have a meeting where all three new plans are presented.

Jennifer will schedule 2 mtgs with Denise/John and 1 mtg with Jim M on rethinking of teams. Jennifer will also schedule an all ITS meeting for spring break. John will send out a note out wishing happy holidays and where we are in the reorg process.

IT Project MGT

John said one issue that is holding back with project management progress is the roles and responsibilities. How do we create a project team and the roles. The group agreed IT should put together a list of definitions of titles/roles for our project reams to help our staff understand.

Jim showed the current open projects in Innotas and the group reviewed the progress.

John and Susan need to work on selection to replace incident management software; this will hopefully be done in 6 months. We will utilize the ITIL training for 25 people that Susan won at a conference prior to selecting. The training is 3 days and will ideally be during spring break.

Vacation Blackout Reminder

Reminder that vacation blackout is the week before semester starts and the first week of classes. Jan. 3-14

All IT Semester Meeting

We will plan to have this during spring break.

Please view wwws.ferris.edu/ucready/index.cfm to login to the university continuity planning tool.

Round Table

Denise – FerrisConnect outage to add SAN space on 12/27 over holiday break and will bring in the redundant firewall server on 12/22.

Jennifer working on some optional tours for MLK week. Holiday party tomorrow!