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### Applications Steering Committee

Agenda – January 28, 2009

**Present:** Amy Buse, Don Flickinger, Leah Monger, Melanie Mulder, Kristen Salomonson, Jennifer Thede, John Urbanick, Deb Yost

**Absent:** Dan Burcham, Denise Grinnell, Sandra Davison-Wilson, Karen Thompson

**Review Minutes** - minutes from 12/5 approved

#### New Members

- Mary Kay MacIver representing UA&M
- Amy Buse representing faculty
- Leah Monger representing Academic Affairs deans
- Deb Thalner or Cheryl Cluchey will represent CPTS at future meetings
- For members who are not on the Big Rapids campus, the ASC may look to include them via WebX or another utility

#### New Charge

- John thanked Denise and Karen for their work on the charge
- Shared with President Eisler – President wanted to give consideration to membership to make sure it was the appropriate group and was broad enough.
- Discussion & Finalize – The type of policies that the ASC may influence relate to usage, permissions, etc. Currently the ASC is not involved in website content management, but may be in the future. It was suggested that the charge notes the divisions or areas that are represented and that the date of the document be added.
- Campus Communications & Website – once membership is finalized, we need to communicate to the campus the role of the ASC and how we would like input from them. We need to communicate this in several channels to cover the different ways people accept information. Bullet points to the committee members are nice for them to share with staff. Communication can be: through targeted messages on MyFSU, Important information can be highlighted on the front page of the web, and UWN's, though they may not be targeted enough...we want to make sure deans, department heads, etc. get the information, not necessarily every person on campus.
- John will talk to Denise/Terri regarding the ASC presence on the website and how to make it stronger
- Who is it we steer and who listens to the ASC?
- The ASC needs to be aware of the UAP requests in order to weigh in and be a part of the decision-making process at the President's Council.

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- There should be discussion with the President/President's Council to make sure they are cognizant of the potential implications (on IT and campus prioritization) of approving a good idea; ASC needs every opportunity to inform and so an informed choice can be made.

**IT Departments Daily Priorities** – in IT Services the managers are discussing how work is prioritized and trying to operate their units in the same fashion. John shared this document on the daily work allocation as well as the support request prioritization policy. IT is working on how to best provide service to all customers.

- Emergencies are responded to 100% of the time (building down, etc.)
- The communication that ASC needs to do is to let people know that a project does not always rise to the top
- IT will continue working on the document and will share the priorities with the campus. Also, in brief statements, share rationale...why is maintenance prioritized as it is, etc.

**New Applications Projects** – John shared the document Applications uses when a new project is considered. It should be noted that having an FTE to administer a program is not the same as getting the manpower to implement the software, though the position would likely be written to include both types of duties.

- Degree Works – the form was sent to Dr. Potter. Feb. 10<sup>th</sup> the company will show a demo in February.
- Housing – the form was sent to Brian Kurisky
- Others Anyone?

### ASC Prioritization Method or Model

- John shared the draft process Denise made for FSU Enterprise-wide software applications acquisition (flow chart). **The ASC members should review and send comments to Denise.**
- Discussion on creating an evaluation system, model, metrics to establish a value/priority to requests.
  - Need to have a model that incorporates the strategic plan (does it save money, how many people does it affect, etc.)
  - What is maintenance cost after implementation, production? What is effect of a change made to a system on the customers – is it daily, weekly, monthly? How do we determine the impact of changing a process (training, time spent on new process vs. value added, etc.)? Known challenges from previous projects could/ should be shared.
  - Amy Buse said she could assist John with building the matrix (along with Denise)

**Tentative IT Annual Plans** – John shared the draft plans that IT has come up with. The plans are not in priority order. They are organized by goal; all are at the unit

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level; none have been moved forward to the VP. The A&F division has a database to capture the intent of Dr. Van Der Ostens strategic planning documents rather than using those forms. There are two applications for IT in the plans: project portfolio management and a new program for password assistance.

#### Round Table

- Mary Kay is glad to be on the committee and noted an issue in UA&M re: PCI compliance where being involved with the committee would have helped.
- Deb Yost announced that the Office of the General Counsel is hosting a webinar on the new FERPA regulations and she extended the invitation to the ASC members. General Counsel is available for assistance with implementing any changes.
- Don said the ASC group is gaining clarity and new membership is an advantage.
- Kristen reported that they will make a decision soon on the CRM Product. We have an RFP process ongoing.
- Melanie said the Fin Aid office is going live with a new website that adheres to the graphic standards and is compliant with current programs/browsers; A UWN will go out. It will have a community college consortiums section and a parents section among other things. The Fin Aid office is going to go live with Xtender for the 09/10 academic year (paperless)
- Amy said she was happy to be on the committee. She asked if the decision to change from iMail to Gmail was done with consult from the ASC. The committee was informed but, it was student and IT driven. Amy indicated that since the impact to the University was great that perhaps this should have been give more attention by the ASC.
- Leah said FLITE is interested in a paperless leave slip and also paperless travel forms (similar to an eHSARF). It may be that WorkFlow can be used for the travel forms.

Adjournment