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## Applications Steering Committee

Meeting Minutes – June 24, 2008

Present: Richard Cochran, Rick Christner, Don Flickinger, Denise Grinnell, Melanie Rice, Kristen Salomonson, Jennifer Thede, Karen Thompson, John Urbanick,

Absent: Dan Burcham, Sandra Davison-Wilson, Deb Yost

Handouts: Agenda, Banner Survey, Survey of Student Experiences, FACT charge, Apps Technical Charge

**Review Minutes** –Reminder to review the April 29 minutes

### **Plante Moran Mobile Computing Best Practices – John**

- Plante Moran reviewed mobile computing device practices. They met with data owners, data security, desktop support, network techs and recommended some best practices. The groups looked at the report and worked on how to address the recommendations. There were four main areas to address:
  - Data Classification and management
  - User Classification and management
  - Disk Encryption
  - Laptop Computing best Practices (what is Ferris doing)
- The challenge will be to bring these together in an organized fashion – including a timeline. President is anticipating something by fall semester. Funding for encryption was awarded through the UAP process, but there needs to be an organized rollout.
- Data Security is reviewing what kind of info should be able accessible; Right now there is a public and a private category. Cochran brought up the issue of people who have historically been able to get to data that isn't necessary for their job and the need to assess the needs of employees. A thorough discussion on the need to know certain kinds of information and isolating the rights should occur. Data Security and Data owners have been doing a good job of monitoring student access about every other month.
- A concern was expressed that limitations imposed by data security should not affect accomplishing work. Data Security can work to minimize risk but should not impede business. Maybe DS can help departments isolate and identify needs?
- Reminder to update business policies as appropriate related to data security.
- Encryption of laptops doesn't cover the piece of compromising data access if accessed from home or off-site.
- Focus should be machines going off campus and work through issues in that arena, then take lessons learned and apply to broader data security access issues.
- IT Controls audit was just completed, so we will hopefully hear back from PlanteMoran soon.

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### Survey Results - John & Denise

- IT Satisfaction – John
  - Good results with improved support over the last year.
- Banner Section (DRAFT) – Denise
  - A large increase in people feeling that they can get from Banner what they used to in SIS-Plus. This was attributed to a large library of reports that they can now access.
  - Where is the greatest need and where should teams focus? Data files and self-service. Training team needs to look at the survey data. There is a Banner online request form for people to submit for additional functionality in Banner. A lot of time is spent on putting training on the web using Captivate; this makes training on demand available. Is this the trend? Should the training question stay on the survey if we already have a direction in mind for training? Web-based training would work well for people just learning but there may be a need for one-on-one if the web-based training doesn't have a "help" feature.
  - Did we get an intern for Banner training through UAP?

### Team Charges Update – Denise

- Team Charges received from: Data Security, Reporting Solutions, Apps Technical Team, HR (not been meeting over the last year) to coordinate HR, Payroll, and Position Control functions, FACT. Still need Academic, Finance, and Student, charges.

### Discussion on Structure to Manage All Applications – Denise

- ASC Charge – do we keep the same focus as originally intended (Banner) or expand scope? Who can help prioritize non-Banner integrated software applications? Should it be the ASC? The ASC was supportive of having FACT and Applications decisions come to this group if decisions need direction. Kristen said she could chair FACT and Denise could chair Apps Technical and the two could bring issues to ASC. FACT can become Banner and Banner-integrated and Apps Technical could be non-integrated.
- FACT Charge
  - Banner & MyFSU integrated solutions. What do we do with ones that aren't integrated? Denise mapped out the current org chart on the whiteboard.
  - Should this be a review group or a decision making group
- Applications Technical Charge
  - This team could look at non-integrated software applications so FACT could stay focused on Banner. Could Standards incorporate this? Should members have a different mix other than the programmers and DBA's such as Acad. Affairs or Enr. Svcs reps?
  - Who prioritizes work
  - Who can purchase software
  - Redundant memberships
  - Should this be a review group or a decision making group

## Banner Live!



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#### Ferris Connect (e-Learning) Go-Live - John

- Reminder that this goes live in fall. 400 faculty trained. This replaces WebCT
- Share LCMS readiness assessment – four vendors bid on the job and Plante Moran was chosen. Need to make sure that the contract gets on the BoT agenda. Plante Moran will do the readiness assessment to see if we have the right resources for the launch.
- Survey handout – compiled by Jennifer Hegenauer.

#### Summer & Fall Project Updates – Denise reminded the group of scheduled projects for the summer.

- Banner
- MyFSU
- Ferris Connect
- Student Email
- Emergency Projects

**Future Meeting Times** – Traditional Tuesday meetings will change - maybe Wed @ 3:30 - 5 or Mon; Jennifer will send update.

Round Table – none