



Applications Steering Committee

Meeting Minutes – September 24, 2008

Present: Don Flickinger, Denise Grinnell, Melanie Mulder, Kristen Salomonson, Jennifer Thede, Karen Thompson, John Urbanick,

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

Handouts: Agenda, Banner Team Charges, Draft ASC Charge, Draft Apps Technical Coordinating Team Charge

Review Minutes – The minutes of June 24 were approved.

Updates:

- Plante Moran audit controls assessment was very positive with five recommendations: 1) transaction logs for Banner; 2) password controls – lengthen password to seven characters vs five & 120 days to 90 days; 3) confidential data security agreement signature – no exception for faculty; 4) disaster recovery location should be five miles away vs. one; 5) 3rd party sources to provide compliance reports
- Laptop encryption – progress has been made; hardware should ship this week and install and testing in October.
- All of IT satisfaction surveys are available online.

Discussion on Structure to Manage All Applications

Team Charges Update – John

- Finance & Integration team charges still need to be completed; need to touch base with Sharon and Rick on Finance
- Revisit website page to make sure teams and charges are online and see if it is being utilized
- Security team members need to be listed on charge

ASC Charge

- Charge was reviewed noting that the ASC was formed to review software that integrated with Banner, but the scope of the group has grown with additional software on campus. The challenges now are outside of Banner. IT Services does not need to be involved in all software purchased (for example: specialized computer lab software), but we need assistance with prioritization of all projects. IT does not want it perceived that they are saying “No”. Is there a way to modify what we have or do we create a new charge?
 - Apps Technical Team has a new draft charge; will keep as a draft charge until we meet with all of ASC group. Denise shared that there are many projects in process with additional projects planned without staff put in place to address them. Want to focus on doing projects well and completing them and address issues, however more projects are being put forward. How do we manage all the new projects that get funded but positions aren’t allocated to support it?
 - Need to take a 360 view (i.e. do desktop support techs need to be trained to install and support it in the classroom?). The ASC can help prioritize the projects prior to funding and prioritize how quickly they get finished. This is being done well in FACT, but there needs to be someone to say “Yes” or “No” to a project rather than figuring out a way to implement, because maybe implementation is not feasible.

Banner Live!



Applications Steering Committee

- Concerns were expressed that projects not even on the major list may not get done by due dates. There is also a concern about monetary impact if software is purchased and there is not time in a year to implement it. Staff levels are 40-50 hrs a wk but expectations for support are greater. Even hosted solutions still need to integrate and impact existing systems and support structures. So there is still impact in IT staff.
- Maintenance is not factored into workload prioritization b/c it is not just about new projects but daily maintenance as well. Do we need SLA's?
- ASC recommends putting a one page explanation together to give to the divisions which will encourage them to use the yearly Action Planning process to request new software applications so that appropriate prioritization and support issues can be addressed prior to final approvals.

Annualized Planning

- University Wide Initiatives?
- Do we need to do something in regard to IT timelines and windows for project requests so that requests to not come in all year long?
 - Start working with departments before the annualized planning requests are submitted
 - Build a form for people to submit requests
- John is concerned that the time is too short to work AP into the ITS retreat in November.
- Statement of support from ASC regarding planning in the past. John asked if the ASC should put forth its own plans. Group will think about it.

Membership

- Looking to VP's (per charge) to recommend replacement for Dean Cochran; an academic dean would be nice, and/or faculty member.
- Someone from Faculty Senate? Technology Committee rep? Don to talk to Dan re: the position vacated by Richard Cochran and a person from the Faculty Senate.
- Desktop support rep?
- UA&M? John will talk to Shelly Armstrong about UA&M membership.
- Should CPTS be represented?
- Kendall if Sandra Davison-Wilson is unable to attend
- A&F- represented by Karen; Rick C with new role will not attend

Round Table

Kristen – RFP sent out for CRM product to switch over Hobsons products; this would be a hosted solution and be implemented by September 2009.

Don – recommending additional human resource help.

Denise – putting in 4th & 5th MyFSU node which will add another 1,000 users in preparation for registration; will test aggressively.

Highlight indicates action item