

ITS Staff Meeting – April 3, 2013

Present: Jim Cook, Jim Maat, John Urbanick, Jennifer Thede, Ralph Williams, Susan Cherry, Scott Thede

Agenda

Review STS Survey - JM

Shared the survey handout. Categories are BR on campus, BR off campus, non-BR off-campus. Location awareness. Survey is being distributed via QuestionPro. Timeline Apr 15-26 to have it up. Targeted message and MyFSU and links on the website.

Cherwell Phase 2 - SC, JC

- **Avante Visit: Impressions:** Jim Cook - many valid and interesting things to say, but does appreciate the work Dan did during phase 1. Avante has a CM module that you can copy and plug in - how much would that be to implement, i.e. get quote, but IT can tackle it. Avante has developed workflows for the CM out of the box based on helping other educational institutions. It will be some work still. Jim Maat - the perspective was from the customer's standpoint, so that was helpful. It was hard to gauge how long the consulting from them would be. The way he spoke made more sense than how we initially implemented. Disconnected process. Will we need to readdress. The problem is the way we deployed the service catalog (cumbersome), but we can tweak it to make it fit. Portal, product catalog is the next focus. Susan thought some of the suggestions made by Avante might make it easier for people to understand and use. The front end of the portal would be tied into the back end of the portal. Susan said we need to remember that what we call our service catalog can be labeled as something else. Ralph - Steven had a lot of good points and comments and he was promoting upfront design by Avante vs technical side; if they had been implementing phase 1, they probably wouldn't have had enough time and not have met the timeline. It might be a good idea to have them help with portal. Should we have them do the 1/2 day workshop? John was not very impressed with consultant and found it strange that Steve came without a technical designer. However, John liked that they have worked with other universities on the portal and request fulfillment and we could benefit from that by participating in the development or hiring them to help us do our portal and eHSARF piece. Ralph wondered if they would have that put together soon enough to be beneficial to us? Jim M asked if we do need a consultant to implement the portal and request fulfillment? Susan said Steven is more a business process person than technical person, but Susan wanted to focus on the business processes and have someone take a look from the outside. Susan said we can hire someone to do business process or we can do that and hire someone to implement...need to know what we want someone to do, and John said both.
- **Next Steps:** For us to hire someone, we normally do a SOW. Jim C said we need help with request fulfillment, both design and implementation, but may not need help with CM, so we might be able to tackle that ourselves. Scott would be in favor of getting help and wants to stay with Beyond 20, but Susan pointed out that Beyond 20 is not a business process analyst. Ralph said it would help to have a clear scope and design document to help us determine if we can do this ourselves, and Susan agreed. Jim M thought Avante was stronger in the customer-facing processes and would do a better job, but he could not speak to their technical implementation. Jim M said it's hard to know if our resources can do the job or not. Ralph said we don't know what Beyond 20 has for business process analysis, and we should maybe stick with Beyond 20 who implemented and see if they have business process team.
- John said he would go directly to Beyond 20 and Avante to get best price, timeline and feel for what we need. Ralph said if you're just looking at business process analysis, then that is probably a week-long engagement. We need to see if Beyond 20 to see if they have envisioning, design, and/or implementation services. Susan to make these arrangements with Beyond 20.

Active Directory Update - RW

- New Schedule was shared and A&F is almost done. Student Affairs prep meeting went well and looks like May for their migration to be completed. John said Vicky did a nice job on scheduling and John appreciates everyone's help, including the support from Student Affairs, like Paul Blake and Don Green and Deans' Council. Ralph would like the Academic areas moved up. Still running into concerns with Grand Rapids. Resource issues between now and May? Do we have to wait for maint window if it makes risk for GR authentication. John said local authentication is important. Earliest for DC is May 16 maint night and GR will be directed to DC in BR. Can we adjust maint night schedule and John is OK with that if it is truly necessary but maybe it needs to be moved later in the time. We need to look at risk and impact. Jim M asked how systems tied to LDAP get moved over. Vicky has a list of the systems that tie in but it is not finalized as to which gets migrated first, but priority has been discussed. CAS is going to be a major piece of the puzzle. Jim M will get with Vicky.

Employee Evaluations - Reminder

Participation mandatory for employee exemption meetings.

John asked for a volunteer to go to the April 17 A&F staff meeting because John will be at Educause conference. Susan can go.

Round Table

Scott: Test survey went out for feedback. All email addresses are loaded and ready to go and it can go out as early as next week. Look at prize list. AV tech position has been filled with Travis Scott who will start Apr 22. He will be housed in the West building with Joe.

Jennifer: Student Appreciation is April 8-12. She is conducting clerical student interviews. UPDATE: Aleisha Hoover is Jennifer's new student assistant.