

ATTENDEES

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

Absent: Jim Cook (out of office)

AGENDA ITEMS

A&F and University Updates

- John shared a few topics from A&F staff meeting:
 - Administrative Council group had put together a list of recommendations to consider in priority order; a few items were approved. General theme is regarding technicians and having enough of them to handle workload. More details to come. Scott said we should address the temporary and part-time positions and cleaning those up so we don't have job jumping/domino
 - Emergency Communications: Eisler, Erickson, Scoby, Armstrong did debriefings about recent activities on emerg communications. We are going to try to do thing differently, like text messaging, a new tool other than CityWatch to address the messaging over multiple channels, shorten time for messages to get out. Jim and John have already been working on a new tool.
 - Changes to PAF processing for A&F are in the works.
 - Health care is a multi-year agenda and the committee is coming together to discuss other programs. This is the group of administrators who look at health care plans, cost, providers, etc.
 - Inclement weather policy has changed and will be posted soon. Up to each manager on who is essential employees. Emergency response team people would be considered essential and should be able to perform their duties, but not necessarily
 - Transportation study completed; draft results were shared. Attention was placed on Univ Center project and Masselink/Carlisle being razed. Should we have Cedar street be returned to original state as part of parking/traffic flow strategy?
 - Strategic planning effort and Provost Erickson will likely be a chair as well as a faculty. This may replace SPARC.

Service Desk Tool Project

- John is very happy with the project progress and everyone involved has done a wonderful job and should be proud of what was accomplished. Phase 1 will be closed out soon. The group thought it would be good if Vicky and Jim C worked together to complete phase 1. For phase 2, some restructuring of teams/committees will likely happen.

Top Challenges for EAS

- John spoke to Ralph, the new director of EAS, prior to this meeting and some challenges identified are:
 - Organization of staff and the other ITS groups and how his group works with those groups
 - Making sure the right people are in the right positions
 - New employees isolated in customer focus areas vs. closer to other EAS staff for initial training period
 - Ensuring that outside influences of ITS aren't pushing desire to take on responsibilities that shouldn't necessarily be IT's responsibility; we need to be able to balance resources appropriately.
- John asked the other managers/directors to share information with Ralph so he can frame things and get up to speed more quickly.

Telecomm Move Project Update

Jim shared initial blueprints for University Center - very rough draft. Telecomm move is going well. Data services have been moved out and vendor utility lines have been moved over. Merit line is moved to Rankin. Phone switch move is biggest phase and starts next week. There are 13 phases where a cable at a time is cut over. This will be finished Feb. 8th, so it is a fairly lengthy process. This will be done at night and outages shouldn't be too long typically. Cable TV is fully cut over to Rankin. The last few weeks have been moving over Simplex services (fire/pub saf). New panels are working well. John thanked Jim for the work that the Telecomm department has been doing, including the cyber range project and wireless project in FLITE. Ferris WiFi is fully deployed and res halls are on the student service; it's running well. John said that we need to get multiple messages out to campus soon about the transition from FSUNetI to FerrisWiFi.

Technical Education & Outreach (TEO) College Meeting Updates

TAC TEO is meeting with direct reports to VPs with emphasis on academic colleges such as deans. So far, TEO has met with 6 groups out of about 30. Enrollment Services was very complimentary of support and appreciative of the meeting. Topics like AD conversion, PCR, eMail change from Lotus Notes, 3 yr plan topics. Some challenges at MCO and UA&M; Scott has 70 items from these meetings already. Some colleges or areas may have a long list b/c of pent-up demand or just having the opportunity to vent. Scott said that the approach we should probably be using is called appreciative inquiry that focuses on what is going right and should be happening if it's not. Scott said it did seem like it having these meetings and engaging with customers is the right thing to do.

Next Big University Wide Project, Hmmm? Don't Panic!

eMail will be a big project for us politically and training, organization, etc. It has the potential to impact IT's image greatly. Currently John has been meeting with Lynn Lewis, Susan Cherry, Jim Cook, and Julie Jerome in Purchasing for a couple of months. What vendors do we bring in, how are demos done? Solutions have been narrowed down to Merit Mail, Office 365, and Google, all with off-site hosted solutions. We are currently looking at classroom facilities to host the demos in. Google hasn't come to campus yet but the others have; Google does not present on campuses anymore. Working aggressively on campus communications and scheduling with the vendors and presentation framework. Jan 8, 9, and 10 is when we are looking for demos to be done. Implementation timeline: demos in January, selection in February, implementation all of 2013. There are decisions about email architecture/structure to be made. As far as moving data, is this something our customers can handle? What happens with archives and customer expectation with that? How long can we exist in two environments? Jim M said that expectations need to be set up right from the beginning. One challenge will be the time off calendar and how to integrate that or find a suitable replacement system. Ralph said that we are challenging our customers with AD and Lotus Notes replacement will add to that frustration, but John said that leadership wants Lotus Notes migrated asap, so we need to be aggressive.

IT Services Management Planning and/or Team Building Retreat

John said that A&F will be visioning in the near future and John said we try to align with that vision. John would like some team building, too. John said we could focus on the 3 yr plan for IT and see if modifications need to be made, but we need to be careful about what we add to that agenda. Early February seemed like the best time for the retreat, possibly at the Reed City depot.

Round Table

- Scott said Dave Winger has announced his retirement effective Jan. 18, 2013. He and John are working on a plan to support the AV operation best after Dave retires.
- Jennifer asked for Good News items

ADJOURNMENT