

# Information Technology Council Minutes

November 6, 2018

3:00 to 4:30 p.m.

Carrington 203

**Members Present:** Jeff Morrissey, Greg Rainwater, David Young, Saibal Mitra, Adja Jones, Ethan Schroeder, Victor Matthews, Kelly Dalton, Kevin Piercy

**Members Absent:** Rob Hornberger, Tamera Jahnke

**Guests:** None

The IT Council meeting was called to order at 3:00 p.m. and the Council Chair determined a quorum was present.

Minutes from the October 2, 2018 meeting were reviewed. Greg Rainwater moved to approve the minutes. Victor Matthews seconded the motion, all approved and the motion carried.

## **Springfield Computer Usage Fee (SCUF) update** – Greg Rainwater

Greg delivered a presentation to council members titled “FY 2019 SCUF Funding Overview”. Greg then distributed the document entitled “SCUF Budget Committee Calendar for Preparation of FY 2020 Budget” and reviewed the same with council members.

Main components from the presentation and associated documentation consisted of the estimated funding for FY 2019, the SCUF Budget Committee Calendar for preparation of FY 2020 Budget, and the SCUF funding outlook for FY 2020. He indicated that the actual FY 2019 revenue would be less than budgeted, due to an unexpected drop in credit hours. In FY 2020, inflation could be a potential issue resulting in increased software, labor, and equipment costs.

## **User Support Advisory Committee (USAC) recommendation** – Kevin Piercy

Kevin distributed the document entitled “User Support Advisory Committee Recommendation from Report to IT Council – October 02, 2018” and reviewed the same with council members.

A discussion occurred between council members regarding the recommendation that IT support activities for members of the University should be managed and tracked with a university-wide system that includes a self-service support portal with an integrated service catalog and knowledge base. This system would improve the service and support experience for faculty, students, and staff, while also helping to optimize the

"federal model" of technical support by providing a better view of support needs and resources.

Further input will be solicited from the Academic Leadership Council (ALC) and the Computer User Support Committee (CUSC) prior to discussing it in more detail at the next IT Council meeting.

**New business** – None

Saibal Mitra motioned to adjourn the meeting. Adja Jones seconded the motion, all approved and the motion carried. Meeting adjourned at 4:13 p.m.