

Information Technology Council Minutes

January 8, 2019

3:00 to 4:30 p.m.

Carrington 203

Members Present: Jeff Morrissey, Greg Rainwater, Adja Jones, Ethan Schroeder, Victor Matthews, Kelly Dalton, Kevin Piercy, Tamera Jahnke, Rob Hornberger

Members Absent: David Young, Saibal Mitra

Guests: Ian Alaimo, Brian Leas

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 November 6, 2018 meeting were reviewed. Greg Rainwater moved to approve the minutes. Tamera Jahnke seconded the motion, all approved and the motion carried.

Solicitation of FY 2020 Springfield Computer Usage Fee (SCUF) proposals – Greg Rainwater

Greg reviewed the FY 2020 Springfield Computer Usage Fee (SCUF) proposal form. The form was delivered via email on January 4, 2019. This included instructions to submit an electronic copy for review to SCUF@missouristate.edu by Friday, February 1, 2019. This copy is reviewed by Kevin Piercy for technical compatibility with the Missouri State system computing standards. The final submission in the form of a signed paper copy is due to the Provost or Division Head by Friday, February 8, 2019. Completed proposals are due to Jeff Morrissey, Chief Information Officer by Friday, February 15, 2019.

User Support Advisory Committee (USAC) recommendation – Kevin Piercy

Kevin briefly reviewed the USAC's recommendation from the "User Support Advisory Committee Report to IT Council – October 02, 2018". This recommendation was:

- *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 should use an IT Service Management (ITSM) framework based on the Information Technology Infrastructure Library (ITIL) in order to maximize standardization, interoperability, and decision-making capabilities.*

Kevin updated council members on the process to identify a system that would provide these capabilities. The EDUCAUSE IT Service Management constituent group has

been a valuable resource, providing the opportunity to work with peer institutions that have implemented similar systems and learn from their experiences. Several potential solutions have been identified, vendors have been contacted, and demos are being scheduled.

A detailed discussion amongst council members regarding the recommendation from the advisory committee and the potential benefits and costs. At the end of the discussion, Jeff asked council members to further discuss the viability of the recommendation with members of their respective stakeholders prior to moving the recommendation to a vote at the next IT Council meeting.

Classroom Technology Lifecycle-Funding Challenges discussion – Ian Alaimo

Ian delivered a presentation entitled “Instructional Technology Advisory Committee Classroom Lifecycle Funding”, which detailed the funding sources and lifecycle replacement costs for the classroom technology used in the University’s technology-enhanced classrooms. While sufficient funding has been provided to cover the lifecycle replacement costs of the classroom instructor station computers, insufficient funding is available to cover projected lifecycle replacement costs for the classroom presentation systems and the classroom interconnect and control systems. This lack of funding is preventing ITAC from ensuring classroom technology is sustained at the levels required by faculty and students and will have significant negative impacts in the future as classroom technology become obsolete.

The discussion concluded with an agreement to form a working group of stakeholders and committee members to discuss the lifecycle funding issue in more detail and bring it back to council for further discussion at a future IT Council meeting.

New business – None

Adja Jones motioned to adjourn the meeting. Victor Matthews seconded the motion, all approved and the motion carried. Meeting adjourned at 4:29 p.m.