

Information Technology Council Minutes

March 5, 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, David Young, Saibal Mitra

Members Absent:

Guests: Ian Alaimo, Theresa McCoy

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 January 8, 2018 meeting were reviewed. Tammy Jahnke moved to approve the minutes. Victor Matthews seconded the motion, all approved and the motion carried.

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 potential solutions previously identified have been researched and investigated and the solution from TeamDynamix has been selected as the solution of choice. The User Support Advisory Committee would like authorization to proceed with a three-year pilot implementation of the TeamDynamix solution, with a goal of having it in place for the start of the Fall 2019 semester.

After a discussion amongst council members regarding the recommendation from the advisory committee and the solution from TeamDynamix, Jeff asked if there was a motion to accept the User Support Advisory Committee's recommendation and authorize them to proceed with a three-year pilot implementation. Saibal Mitra

motioned to accept the recommendation and authorize the pilot implementation. Adja Jones seconded the motion, all approved and the motion carried.

Springfield Computer Usage Fee (SCUF) – Greg Rainwater, Kevin Piercy

Greg gave an overview of the Springfield Computer Usage Fee (SCUF) revenue projections for fiscal year 2020. The incoming class of freshmen is predicted to be lower than in previous years, and because SCUF revenue is based on student fees, it is projected to be lower than in previous years. As was reported at the November 2018 meeting, current year revenues are also lower than projected, resulting in significant funding challenges for FY 2020.

A discussion of these challenges followed, including the expectation that revenue will continue to decline in subsequent years while costs will continue to rise. Without an increase in revenue it will be necessary to reduce the number of SCUF funded initiatives and services. The FY 2020 SCUF Funding Recommendation will include a discussion of how the SCUF committee addressed the current funding challenges, but additional guidance will be needed from council members on how to address the challenges in future years.

New business – None

Adja Jones motioned to adjourn the meeting. Mitra Saibal seconded the motion, all approved and the motion carried. Meeting adjourned at 3:50 p.m.