

AGENDA

IT STRATEGIC GOVERNANCE COMMITTEE

3:00 – 4:00 p.m. Technology Commons 1, Room 102B

October 21, 2016

Conference Bridge 1-877-597-7983, Passcode 3609317#

1. Approval of September 30 Minutes All

2. UCF IT Memoranda of Understanding Hartman

3. Update on UCF IT AVP Search Johnson

4. Improving support through collaboration Peters, Mello

6. IT Professionals Committee Report Froehlich

7. RSM Comments Finley

IT Strategic Governance Committee

Minutes

October 21, 2016

Committee Members Present:

Joseph Alcala, Maureen Binder, Tracy Clark, Maribeth Ehasz, Craig Froehlich, Michael Frumkin, Ozlem Garibay, Joel Hartman, Grant Heston, Paul Jarley, Michael Johnson, Jeff Jones, Aaron Streimish, Robert Yanckello

Committee Members Absent:

Michael Frumkin, William Merck

Others Present:

Craig Finley

JP Peters

Bob Mello

Margaret Mlachak for Ronnie Korosec

Joel Hartman called the meeting to order at 3:01 p.m.

Approval of September 30 Meeting Minutes

Joel moved to approve the September meeting minutes and the Committee approved with one attendance update.

UCF IT Memoranda of Understanding

Joel advised that Student Development & Enrollment Services, the College of Business Administration and the College of Education & Human Performance of Cohort I have signed MOU's with UCF IT. He anticipates more MOU's to be signed in the near future.

Update on UCF IT AVP Search

Search Committee Chair Michael Johnson reported that interviews for this position will be held at the Airport Hilton on Monday, October 31 and Tuesday, November 1. After those two days of interviews, final candidates will be invited to campus for additional interviews and given the opportunity to present to the main campus in November.

Improving support through collaboration

JP Peters, Director of Technology for the College of Sciences/UCF IT Relationship Manager and Bob Mello, IT Infrastructure Manager for Computer Services & Telecommunications presented to the group, outlining how collaborating is creating a new culture of delivering improved support services for UCF's faculty, staff and students.

JP is working on the new UCF IT Support Center which has a three year Strategy & Key Initiatives:

- Build the Foundation
- Plan & Prepare
- Execute Transition
- Optimize

Priorities will include:

- Communication and marketing plan
- Creating operator assistance tier
- Consolidating practices
- Establish leadership and working groups
- Becoming fully involved in critical IT processes
- Support existing efforts for ServiceNow and Shared Services migration

There are 27 IT divisions within UCF and all operate differently so finding ways to consolidate these practices is important. The leadership and working groups that have been established to help form the collaboration.

Bob explained that Infrastructure Services maintains the systems upon which UCF's most visible applications run, such as PeopleSoft, UCF Apps and Inventory Systems. The goals for Infrastructure continue and include:

- Create great technology infrastructure that just works
- Operate at large scales; solve problems for thousands, not dozens
- Align around services, foster service ownership, eliminate knowledge silos
- Focus more on value-added activities like innovation for research and student success

IT Professionals Committee Report

Craig Froehlich reported that this committee is discussing how to train faculty and staff to Windows10 and Office365. All classrooms and laboratories are expected to be moved to these updated systems in 2017. Joseph Alcala advised that UCF IT is working with the Office of Instructional Resources on what rooms that OIR will be supporting in Cohort 1.

RSM Comments

Craig Finley stated that he is pleased on the collaborative efforts being pursued on campus.

The meeting adjourned at 3:50 p.m.

Submitted by Debbie Pease

Member lists, agendas and minutes for the IT Strategic Governance Committee and the IT Professionals Committee can be found at: <http://itr.ucf.edu/IT2020>.