NSHE
Campus Technology Officer Meeting

June 02, 2008
12:00– 3:00 p.m.

Minutes

		<u>AGENDA ITEM</u>
1.	Attendance	The CTO meeting was attended by the following: Kenneth McCollum Lori Temple Michael Graham Susan Bunyan Don Moxley Jeff Cox Ginger Holladay-Houston Ed Novak Brian Chongtai Roberta Roth Steve Zideck Steve Zink
2.	Advisory Group Feedback	Ken briefly informed the group of the change in his title since arriving at SCS two years ago. He came on as the Associate Vice Chancellor, moved up to Interim Vice Chancellor and is once again the Associate Vice Chancellor. He went on to say that there is some unsettledness at SCS which has added to the communication barrier. Roberta and Kenneth will do the best they can to address the issues presented in the Campus Issues Report which was generated from the Advisory Group meeting with Mike Reed on May 13, 2008. The Advisory Counsel also submitted a set of concerns that SCS has responded to. Lori Temple started by stating that the CTO's would like better understanding of how to go about resolving issues. The assumption is to bring it to Kenneth and Roberta's attention; however, they have CIO related issues and don't know if Dan Klaich is acting CIO. Ken stated Dan was acting Vice Chancellor and would not use the CIO title. Ken suggested the CTO's arrange a meeting with Dan Klaich to get his vantage point. Dan has read all the reports. Lori Temple suggested talking to Dan about communicating information to the presidents (i.e.- nobody knew Ken was no longer the VC For IT) so that they may cascade that information down to them. A recommendation from the CTO meeting of May 13, 2008 was that SCS once had a Campus Liaison program. What happened to it and will it be brought back? Roberta explained to the group that initially SCS' Customer Service group had a different role. SCS designated someone from Customer Services to be the point-person for each campus. The problem was that not all campuses consumed this product. It was beneficial for some while not at all for others. Another problem was communication between the point-person and the campuses using the liaison was not flowing back to SCS. Adding to the complications the liaison was not replaced by SCS due to the hiring freeze. Roberta stated she was not convinced one point-person could deal with the complexities of each campus. She suggested it may benefit the campuses if each campus had several contacts with whom SCS could work with. There currently isn't a liaison at any of the campuses that deals with their campus issues. For the most part things are done informally. Ken went on to briefly inform the CTO's of the importance of Incident Response centralization and SCS' implementation of Best Practice upon his arrival two years ago. SCS is currently trying to get an on-line system of tracking incident responses. He also noted there was a difference between incidents and projects. Ken informed the CTO's of the implementation of the Project Management Office and the hiring of a Project Manager and the similarity/relation

to the liaison program. Ken stated SCS is working on automating to ensure information is available to the CTO's on-line. Lori Temple mentioned the progression of the Help Desk at UNLV and how in the past it was always one way.   Another problem with the Help Desk is that there wasn't a place where they could keep track or follow-up on requests. Steve Zideck asked how the CTO's would go about getting the status of a project/incident in the absence of the on-line system to which an answer was not provided. A point was made about the liaison in that the liaison was somehow familiar with the campus needs. Something the Help Desk personnel are not.   Ken suggested making the CTO's the group that would act as a liaison with SCS and use the time allotted for the CTO meeting to discuss their issues directly with Roberta and Kenneth. The meeting would not be for a full discussion of every campus issue. There should be some communication between SCS and the campuses prior to the meeting. Ken suggested having any issues sent to Ken or Roberta the day before the meeting. They will do their best to resolve the issue and anything not resolved would be discussed at the CTO meeting.

Ken asked the CTO's about communication between each CTO. For the most part communication is good. Information is readily available among them mainly because they have all known each other for a while now.   They're also members of all the same listservs and have users groups that provide them with information. There seems to be a loss of communication between the decision makers and the CTO's. A notable problem is that decisions are made without the CTO's knowledge and they don't find out about it until something goes wrong. A possible solution is to have any big decisions be put on an agenda so that everyone is informed. Ken is not for adding to the bureaucracy. He wants to focus on the future with the current transition. Lori Temple suggested doing something about HR and Finance since they will be in the current situation for the next five years. Ken suggested the HR and Finance managers, Carla Henson and the CTO's meet with Ginger Holladay-Houston to discuss iNtegrate and the resource issues and then coordinate the resources SCS has to address their immediate issues. Lori suggested going to HR and telling them what their IT problem is and how they want SCS to get involved and bring that information to the CTO meeting.

Ken asked about the fascination with SCS' budget. Lori Temple explained the issue came up because of planning. The CTO's weren't involved in the planning process.   All they were interested in was SCS' plans for the future regarding projects etc…   Ken stated SCS has not involved the campuses in SCS' strategic planning and would like to know how the campuses would like SCS to align their strategic plan with them.   Ken said he would provide the CTO's with SCS' strategic planning information as soon as possible for the next meeting. Lori suggested making it a part of the CTO meeting when it will be coming up and possibly get the information ahead of time.

Ken wanted some clarification into why iNtegrate support was seen as falling off over the last two years. Lori explained that the Steering Committee stopped meeting which resulted in difficulty getting anything done system wide related to iNtegrate. Lori explained that by system wide she meant to get the business officers, HR and SIS people to talk about something. That is where it was decided they needed someone to talk about something and get feedback.

Lori asked what resources are going to be reallocated to iNtegrate? What happens to the projects currently being worked on when those resources are pulled into iNtegrate? What will be impacted? Ken replied that there will be a resource issue. He doesn't see any problems with the Systems side at the moment.   Ginger Holladay-Houston elaborated on the Applications side. She said they maintain the four people that currently work on the HR system and will continue to do so. The Financial system is on autopilot but there is no extra. The person that was on the Financial is still financial. The Data warehouse folks that are on the Financial warehouse will arrive in March and will start morphing over to the new warehouse. That support will go down. There are no resources for anything new in SIS. Lori asked what will happen when the SIS folks come asking for assistance but can't because it's not their systems. Ginger mentioned an increase in calls for help with SIS due to the fact that those resources are being pulled into the iNtegrate project. These calls will be forwarded to I.T. since they're campus issues and not SCS issues.

		Lori asked what is and should be the relationship between the Advisory Board and the CTO's? Roberta stated Dan Klaich said at a prior meeting that he didn't want any CTO's a part of Advisory Board. Ken went over how the Advisory Board was formed with one thing in mind, prioritization. CTO's could assist the Advisory Board to perform prioritization. Roberta stated perhaps the Advisory Board would help align the campus strategies. Ken also stated they may be a mediator if necessary. The Advisory Board is comprised of CFO's that don't know I.T. One of the suggestions (Lori Temple) that came out of the meeting on May 13, 2008 was that there needed to be more joint meetings between the CTO's and the Advisory Board. What is the role of the Advisory Board? Ken urged the CTO's to have a meeting with Dan Klaich and take it from there. The group agreed to meet even if there weren't any agenda items. Regular meetings also keep items from getting dropped. Lori mentioned putting student e-mail back on the agenda.
3.		Next Meeting June 16, 2008

CITY	INSTITUTION
Carson City	Western Nevada College
Elko	Great Basin College
Henderson	Nevada State College
Las Vegas	College of Southern Nevada
Las Vegas	System Computing Services
Las Vegas	UNLV
Las Vegas	DRI
Reno	DRI
Reno	System Computing Services
Reno	Truckee Meadows
Reno	UNR