NSHE
Campus Technology Officer Meeting
September 23, 2009
1:00– 2:30 p.m.

Agenda

Attendance- Bob Moulton, Roberta Roth, Karen Brown, Brian Chongtai, Lori Temple, Chris Gaub, Mugunth Vaithylingam, Ed Novak, Lyle Pritchett, Steve Zink, Steve Zideck

Advisory Board Update- The AB is being kept updated on the status of Student e-mail and website services. The modem bank FAQ's are being prepared along with a list of who uses the modem banks at each campus. These lists are being prepared in anticipation of the decommissioning of the modem banks in December. Campus planning meetings have been going on with Roberta Roth and Susan Bunyan. A summary is due at the Advisory Board meeting in October. Starting in January each campus will be asked to present their network activity and network plans on their campus to the Network Connectivity group. The presentations will begin next month with Ed Novak presenting first.

The System Wide Software planning was the focus of the SCS Advisory Board meeting. Susan Bunyan gave a presentation on what SCS has been facilitating for the campuses. The iNtegrate Shared Alliance group is meeting weekly. Lori stated Robyn Render had mentioned meeting with the CTO's regarding the legacy systems and that she would be meeting with functional folks next. She will then explain to the Business Officers explaining to them where they are and what the five year forecast looks like and then hope to come up with a five year plan in March 2010. Robyn will be bringing back a formal response to the SCS Advisory Board after she meets with the Business Officers. Richard Ayala is meeting with the campuses to discuss data center planning. Roberta Roth has met with all the institutions with the exception of UNLV and CSN to discuss service improvements. There will be a representative from Gartner coming to SA to discuss technology issues. Everyone was to have RSVPED to that event. Bill Robinson asked a budget question about what SCS was doing for a possible budget reduction. SCS commented they were looking at what might happen with a possible 10% budget cut but no answers have been provided.   Susan Bunyan gave a software license presentation and is willing to give the presentation to the CTO's if they like.

Lori Temple has already sent this summary to the CTO's.

Bob Moulton requested Chris work with Paul Mudgett or Jana Dunn on obtaining the modem bank list.

Post Gmail Round Table discussion- Chris Gaub stated the round table discussion was successful. It was previously agreed the CTO's would discuss at the next CTO meeting the direction they would be taking in regards to student e-mail. All those institutions going to G-mail are TMCC, UNLV and NSC.   All those not going to G-mail are UNR, GBC and WNC. Great Basin is continuing this discussion at their campus. CSN was not present at the meeting. Institutions not applicable are DRI.

Chris Gaub asked how advanced the campuses were in their processes to migrate student e-mail. Lori Temple stated UNLV has a project team that meets on a weekly basis with Don Diener as the lead. They are also creating smaller teams that focus on listserves and web accounts. They don't have a timeframe for their migration but they are shooting for mid Spring. NSC's leads are Brian Chongtai and the Server Operations manager. They are beginning the project planning discussions. WNC does not have a project lead because they are not going to G-mail; however, they are identifying other issues (web space) that will come up from the elimination of student e-mail. The lead at GBC is Jeff Cox. He is currently having discussions with Laura McCarty the iNtegrate lead for GBC.

Chris stated the next step is to start the joint planning efforts by meeting one-on-one with the institutions. Kenneth Sullivan would like the contact for WNC to be Susan Schoeffler. Roberta Roth stated all institutional plans will be captured and shared broadly with everyone to assist with planning. The one-on-many meeting (SCS meeting with all

institutions) will be a summation of everything that has been compiled. Chris Gaub and Evelyn Tinney will contact the project leads to arrange the one-on-one meetings. Evelyn will be coached by Karen Brown.

Steve Zideck stated TMCC had provisioned Google apps and suggested the institutions keep a close eye on how they can benefit from it as a part of *the next steps*. UNLV's long term plans are to provision Google apps.

SCS Project Initiation- Karen Brown went over the project initiation handout. She stated projects come from user groups (iNtegrate, HRMS, Finance), SCS Strategic Plans, Legislation, Advisory Committee, campuses and executive level management. Projects estimated to require more than 80 hours of work effort will fall under a more formal process. She will be introducing a project classification process within SCS which will aid in identifying the size of projects. When a project request comes through it gets recorded by SCS' Help Desk (Magic). It will then be assigned to Karen Brown (PMO) who will vet the requests through the SCS Operational Management Team (OMT) (first line supervisors/Managers). Karen takes the OMT"s recommendations to the Senior Management Team (SMT)(Directors and Bob Molton) where the project request and assessment are discussed. The SMT meets every Tuesday.

Karen has offered training in the project initiation process and will offer more classes before year's end. The next class is scheduled for Monday September 28, 2009 in Reno. The training covers the project initiation process request, approval and the project charter.

Karen initiated a discussion about who the institutions would like to see (authorize) submit project requests to SCS. Roberta Roth commented that in the past service requests had been submitted by institutions where an occasional lapse in communication had occurred creating double work for SCS. Lori Temple stated UNLV was a pretty big institution and that it wasn't their policy to prohibit their staff from submitting service requests. She would like to be informed of UNLV requests so nothing falls through the cracks.   Roberta replied John Dudley was receiving a daily report from iNtegrate. Each CTO will be the point of contact for their institution. Ed Novak or Lyle Pritchett will both be the point of contact for DRI.

Communication Plan- Roberta Roth stated she had made a communication plan presentation to the Advisory Group. They requested she present the presentation to the CTO's that had not seen it. The communication plan came about from the strategic planning questions SCS had submitted to the institutions in Spring 09. The results of the questionnaire identified communication as an area that needed improvement.

SCS' constituents want to know what SCS is planning, their services, initiatives and what is being discussed. SCS feels there is a need for better two way dialogue with the institutions. SCS has identified through the user groups the need for institutions to know the status of their requests, what their peers are doing and SCS' service availability. The goals of the communication plan are to improve SCS' reputation, provide effective two-way communication methods for its audiences/stakeholders, to bring more transparency to SCS operations/information, to ensure SCS audiences have access to accurate, timely and meaningful information they need to succeed in their missions and to increase the Advisory Group's awareness of SCS Communication strategies and challenges.

The communication plan outlines SCS' mission statement, vision and identifies the stakeholders (NSHE, Campuses, Legislature, Public) and their audience (SCS Advisory Group, System & Campus Leadership, CTOs, Campus User Groups/Interest Groups, SIS User Groups, System Wide Software Committee, SA Unit Employees and the Public).

The plan will focus on proactive (Newsletters, Presentations, Surveys/Assessments, website) and reactive (Responses to help/problem requests, Emergency notifications and Ad hoc requests for information) communication methods.

SCS has improved communication with the Advisory Group by having monthly meetings, publishing a Service Catalog, presented a Cost of Services/State of the Network presentation, developed Strategic Planning Efforts and provided a list of other things planned. The presentation also focused on SCS' website redevelopment. The website serves as the primary vehicle for information/communication, needs to be easy to navigate/find information, must have current content, allow for direct stakeholder feedback and should allow for continuous improvement. The SCS website will be rolling out in October 2009.

Next Meeting October 28, 2009.

CITY		**INSTITUTION**
Carson City	Ken Sullivan	Western Nevada College
Elko	Jeff Cox	Great Basin College
Henderson	Brian Chongtai	Nevada State College
Las Vegas	Mugunth Vaithylingam	College of Southern Nevada
Las Vegas	Bob Moulton	System Computing Services
Las Vegas	Karen Brown	System Computing Services
Las Vegas	Lori Temple	UNLV
Reno	Ed Novak	DRI
Reno	Lyle Pritchett	DRI
Reno	Roberta Roth	System Computing Services
Reno	Steve Zideck	Truckee Meadows
Reno	Steve Zink	UNR