

**NSHE**  
**Campus Technology Officer Meeting**  
**December 22, 2010**  
**1:00 - 2:30 p.m.**  
**Agenda**

**Attendance** - Marilyn Delmont, Karen Brown , Ed Novak, Roberta Roth, Lori Temple, Brian Chongtai, Carlo Dacumos, Mugunth Vaithyalingam

**Advisory Group Update** - Steve Zideck provided the Advisory Group update. Bart Patterson addressed the advisory meeting and talked about meetings he was having with all the institutions to look at efficiency and effectiveness initiatives. It's basically what we all expected; they are looking primarily at purchasing and HR type operations. Looking at streamlining a few things to save money. One of the things the CTOs have been following for a long time is the issue of electronic signatures. Bart discussed the fact that he's really going to try to get into that issue to see if we can create electronic approval and signature kinds of systems to help streamline operations. Another point he spoke about was eliminating the need to print annual contracts. Basically we renew the contracts for most of our faculty and staff annually and he goes to say that unless they've had any kind of notice of nonreappointment it was a waste of time to keep producing these contracts and having people sign them every year. He is looking at having a contract that would stay in place unless there was action to remove the employee. A self renewing contract so to speak. It was also stated that it was going to take about thirty days to draft the recommendations especially in the finance/purchasing area, it's supposed to be presented to the Board of Regents in March and they'll be looking for some finalized recommendations somewhere around June. We also had a continuing discussing on report retention and storage issues for document imaging and management so that's a topic that will likely be involved with some of these recommendations as well. The update for iNtegrate is that maybe the gap has grown a little smaller between the actual plan and accomplished tasks. It was pointed out that with the Holidays and a lot of people being sick we have kind of limited resources so it might be a little difficult to keep on the same pace of closing that gap. There are some definite challenges out there, but things are still moving along pretty close to plan. For the strategic plan initiatives update I have a couple of highlights. It looks like as far as the network goes we were planning to work with the Nevada Hospital Association on a plan to enhance rural communication but part of their particular grant that was supposed to piggy back on to the networks enhancement didn't get funded. We're still reevaluating the project to see if they don't use those funds for communication and broadband expansion there may be other opportunities. They also reported they're working with Western Nevada College on a generator project. There are a couple of SCS staff going to grant writing classes and there are about three people working on grants at SCS. We talked a little bit about collaboration planning to enhance collaboration between SCS and the institutions. The other thing that's happening is Marilyn the Vice Chancellor is preparing for face to face meeting with all the campus presidents to see what kind of initiatives the campuses see as important and how SCS can better help them. We also talked a lot about the state of legacy systems. We are trying to get more information on the legacy systems and timelines for implementing replacement technology. There was a little bit of discussion of finance verses HR timing, it's been batted around in a couple of places but I believe business offices were interested in seeing finance go first. The opposite recommendation comes from the vendors. It could be a possible parallel implementation.

**Cost of Services** – Roberta Roth provided the update. In November we did prepare and present to the Advisory Group the work and the numbers on the SCS cost of services. We wanted it in a format that would allow us to see any kind of trending so I put together a workbook that will show you the SCS cost of services for 2008, 2009 and 2010 so that you have some idea with a quick glance how we have changed or not. See Attached



Advisory Group Cost  
of Services Workbook

The current model that we use for costing has four categories. Personnel; Vendor/Contracts; Admin. Overhead and Initiative/Investment. Part of our strategic direction is to understand how we should be costing our services and what will it take to change that model over time to more of a total cost of ownership model.

**Customer Services Matrix** - Roberta Roth provided the update. We need to understand what services are very important to our customers and which ones are not getting the same amount of use. It helps us to better plan resources, investments and a lot of other things. What we did a year ago was to basically try to map our services across our customers. On the matrix you can see where the services that SCS provides are being used. When you look at Application Hosting, Co-location Services and Swami you can see they are not quite as universally used. See Attached.



SCS Services and  
Customer matrix 12.2

Our plan over the next three months is to review our services. What the service is, who uses the service, components of the service and is it clearly represented in the service catalogue. Understand a little bit more about the importance and priorities for people and begin to discuss service level objectives so that we can start understanding what the expectations are.

#### **Announcements**

SMTP mail is set to be discontinued at the end of this year. Chris will be sending an email to all CTOs. If you have any questions or concerns drop Chris and Email; he's on annual leave this week but will answer any questions or concerns when he returns.

The Tech Connect will be starting January 19<sup>th</sup> 2011. There will be close to 50 vendors attending, lots of workshops and a lot of interesting things to see and do. This will be at the Henderson Campus.

The 2<sup>nd</sup> Annual Nevada IT Symposium should be coming up in February of 2011.

**Next Meeting:** January 26, 2011.