IT Council Steering Committee (ITC) Meeting Agenda
Friday, November 20th, 2015 – 11:00 -1:00
Patuxent 0120

Attending
Eric Denna, Drew Baden, Paul Dworkis, Alison Robinson, Marcio Oliveira, Gerry Sneeringer, Jim Zanhiser, Ron Yaros, Cindi Hale, Adam Porter, Jandelyn Plane, Paul Jaeger, Robin Puett, Aaron Anderson, Amanda Petersen (minutes)

Excused
Sean Phillips, Jeff Hollingsworth, Kevin Prem

Agenda
1. Update to the IT risk report – Jim Zanhiser & Gerry Sneeringer
2. IT Accessibility Plan – Marcio Oliveira
3. Service Catalog Classification Progress – Eric Denna
4. State of IT@UMD report – Eric Denna

Minutes

IT Accessibility Plan
• Update to the 2009 document is needed. DIT is being cautious as to not be the driver of this initiative, and feels this should be part of an overall plan rather than a stand-alone piece.
• It may be worth dedicating time to talk about all the pieces and how they are being coordinated (procurement, web development, etc.).
• We’ll come back with a report on the state of the campus as we’re aware of it, and engage this body with more direction to know if there’s an appetite.
• Regarding captioning— we’re looking for solutions enterprise-wide. One option is $1/minute, and the turnaround is 72-hours. There is a legal obligation to meet needs for students with special needs, but on the other end of the spectrum there isn’t a need to capture everything.
• Amanda will send out a vote next week to get recommendations on approving the IT Accessibility Plan document (sent via email and hard copies during the meeting).

Update to the IT Risk Report
• Reviewing the IT Risk Report will be a monthly pattern in ITC meetings.
• Spreadsheet from Jim/Gerry (also found at http://ter.ps/iratrack).
• DIT security website – http://it.umd.edu/security.
• There is good progress being made as a whole, not just on the top 5.
• Many are still resistant to change, and a lot is happening. The hope is to keep the campus engaged to reduce/help reduce residence and contain concerns. The pattern has started; it’ll take time because this hasn’t been done before.

Service Catalog Classification Progress
• This was taken through the flowchart- Eric owns the results in this DIT Service Catalog.
• Common, Distributed, or Local
• Central, College, or Fee for service (just suggestions for names)
• The nature of the service is the goal, after we can align funding, and then discuss the organization implications.
• Eric feels like some services should be run locally- not all necessarily need to go to the CIO. Let’s rationalize and accept that there isn’t one solution for everyone all the time. The goal is not to push for entirely centralized or decentrialized.
• Sometimes even raising this discussion makes people nervous- we need to be able to have open communication.
• Eric will reach out to other colleges then bring this back in at other times.
• If others feel the markings (“x”) are in the wrong place he is wide open to ideas and discussion.
• How can we learn from organizations out on the edge, and then bring it in to central campus to learn?

Telecom Services (add-in from Drew)
• Desire to talk about how we pay for telecom services on this campus. Post-Christmas, Paul, Cindi & Eric will come back with a proposal.

IT@UMD
• PowerPoint/handouts from Eric- the same presentation that was given recently to the VP’s is being discussed today in ITC.
• 1600 line items of “systems” which Gerry ended up with post-breech.
• We are an enterprise with a terrible set of business systems.
• Long standing process of buying technology and then trying to figure out how to use it- we’re dealing with the same car (with a new bumper).
• We have to do real process work. This will ruffle feathers. Documenting and showing processes causes fear and shock.
• Discussion about costs, including HR assuming WorkDay implementation- still many questions regarding cost and transition.
• DIT spending vs. CIC IT spending – we don’t know our number- it’s hard to know our ROA when we don’t know the actual number.
• $100M is supported in the data, but it is shocking to people not familiar with IT spending as a whole.
• Procurement is probably the largest issue, and is likely the best one to start with- it affects everyone on campus, and has huge opportunity to show how much better something can be. It hopefully shouldn’t be hard to push forward- the process work has begun. Travel is another one you could see significant savings. It could literally be better, cheaper, and faster.

To-do’s
• Amanda: send out the poll regarding IT Accessibility Plan
• Drew & Eric: determine if the December meeting still needs to be held
• Eric, Drew & Cindi: Telecom services proposal after Christmas