

OIT Executive Advisory Board Meeting Notes May 27, 2008

Attending: Jim Gilchrist, Sue Brodasky, Len Ginsberg, Lowell Rinker, Peter Parker, Diane Anderson

Absent: Bassam Harik, Rick Gershon, Tim Greene

Announcements:

1. Jim provided a handout of announcements. A question was raised regarding Blackberry servers to which it was explained that OIT will wait until the e-mail system is determined before moving forward on those. Discussion was held regarding the virus scan timing change. It was noted that the OIT response to the internal audit was attached and that most of the items included in the audit had already been addressed as they had become aware to the CIO. [This announcement handout is appended to this document.]

Agenda Items

OIT Strategic Plan: Jim provided a handout summarizing the outline for revising the plan. A series of focus groups are planned. They will be led by someone outside of OIT, preferably a faculty member whose expertise is in this kind of research. Input will be solicited from the focus groups, proposed language for the plan will be reviewed and edited by various groups including the OIT managers and ultimately the plan will be brought to this Board for approval. It was mentioned that originally the outside consultants cautioned that it needs to be an institutional strategic plan for information Technology at WMU, rather than an OIT departmental plan. The issues section was reviewed and it was noted that most of those items are what is considered critical and will go to the focus groups. Any additional items should be supplied to Jim for inclusion. Discussion was held regarding the specific issues. Jim felt a priority is the role of groups external to OIT in the development of information technology policies. It was questioned why the OIT department organization was included. It was determined that even though the plan is not about the OIT department, this item has to be included since it OIT is carrying out the work of the plan. Discussion was held regarding the structure of ATIS and how it relates to OIT and the plan. Jim stated the OIT staff named to lead this project is Greg Lozeau. Discussion was held regarding the principles and the subsequent items within each principal from the original plan. Those principles are the ones included in the current outline document. Concern was expressed that the other levels of those principals may need to be included to update the entire document. It was noted that items such as the SIS project need to be identified as completed and it should be determined what other projects should be considered for addition. There are projects that OIT is doing that the original plan did not envision. Discussion was held regarding the management of the University web presence. Additional discussion was held regarding content management systems. It was expressed that the new plan will have to be based upon how such items are used at the University. The principles used before don't get at how WMU is going to really do things. Inclusion of the concept, that information belongs to the University and is managed by the people that use it, was requested.

Jim was asked to edit the handout based on the conversation for review of the Board.

**Announcements for Executive Advisory Board for Information Technology
May 27, 2008**

1. **New strategy for purchasing content for educable.**
Beginning with the fall semester, we expect to be purchasing Educable content from a single source, rather than entering into separate contracts with the vendors. This will save money that will be applied to the telecommunications operating deficit, maintain channels currently provided, and reduced administrative expense. Cost savings will be lower in year one, but may reach \$100,000 per year.
2. **Enhanced infrastructure for Blackboard Vista.**
BB Vista hardware is due for replacement. This replacement includes a significant increase in capacity and speed of the equipment and will cost approximately \$250,000 to \$300,000. This is necessary to meet the escalating demand for on-line courses. We are continuing to have problems with this vendor and will likely start process to consider a different project. Content for Vista is to be added to the disaster recovery site.
3. **Payment Card Industry (PCI) Compliance.**
This is a joint project of OIT and the VP for Business and Finance. Project has included policy development, new security rules for access to the machine room, changes in architecture for payment card processing, extensive work with outside consultants. Result will be a more secure human and technology system for processing electronic payments. Project will eventually affect every office that accepts credit or debit cards for payment.
4. **Probable centralization of mobile device support.**
Currently, most mobile device support (esp. Blackberry support) is outside of OIT. Servers are maintained by student affairs, physical plant, and development office. I expect that these services will eventually be managed by OIT, since this is something that these offices shouldn't be required to manage on their own.
5. **Internal Audit completed (attached).**
The only major finding was that expenditures were sometimes changed to an account even though the expense was unrelated to the account. This problem was identified early last fall and was corrected immediately. The complete report is available to the board and will be posted on the OIT internal web site.
6. **Network upgrades to Sprau Tower and Schneider Hall this summer.**
Project is set for Schneider and will begin as soon as the RFP process is complete for the contractor that does the physical work on re-wiring projects. Sprau is more difficult, because of technical problems and crowding in the building.
7. **Other major projects for the summer.**
New mobile computing device security policy; replacement of hardware running Groupwise and some consolidation of Groupwise services; planning for MeritMail pilot; early planning for Banner 8 upgrade; iWebFolio/Banner workflow implementation; upgrade Sun email to version 5; develop portal resources for alumni; new database servers for Banner; continuing improvements to hardware infrastructure at disaster

8. Major projects completed since January 15 meeting

Banner 7.5 upgrade (February); Kronos time reporting system upgrade (March); Banner application servers upgraded (March); changes to GoWMU channels (May); major PeopleSoft financials upgrade (May); Clean Access pilot implemented in HHS (May); increased bandwidth for residence hall network (March); changed timing of server-initiated virus scanning (May); continued security upgrades for server software (constantly); upgraded communications link between UCC and DR site; implementing ImageNow project in admissions & registration; brought new South Kohrman & Brown networks on-line; functional testing of systems at disaster recovery site; strategic planning; scanning services relocated to OIT production control offices (May); commitment of \$300,000 toward faculty computing which will be distributed by the Provost's office (May).