Strategic IT Accountability Board

STRATEGIC IT ACCOUNTABILITY BOARD (SITAB)
MEETING NOTES
Monday, July 9, 2012
2:30 p.m. – 3:30 p.m.
STARK LIBRARY

Attendees: President Powers, Pat Clubb, Brad Englert, Kevin Hegarty, Greg Fenves, Andrew Dillon, Charles Roeckle, Jay Boisseau, Paul Resta, Dan Slesnick (for Steve Leslie)

Absent: Fred Heath, Fred Steiner

Pre-Agenda Items
President Powers and the Board thanked Andrew Dillion for his service on SITAB. It was noted that Dean Dillion has been a valuable member of both SITAC and SITAB, serving the University through major IT transitions. His service is greatly appreciated. This meeting also concludes Greg Fenves’ term.

President Powers and the Board welcomed Paul Resta. Dr. Resta was appointed Chair of the Faculty Committee on Technology and joins SITAB as its newest member.

I. IT Strategic Themes: Fiscal Year (FY) 11 – 12 – Update
The Board discussed three strategic themes for IT governance including current efforts to save and reinvest, as exemplified in the implementation of increased data storage space, to plan for the future, using new tools like the network report card, and to enable the mission of the University through projects like establishing a new learning management system.

Related to saving for the future, the Board inquired about the implementation of the new data storage rates. Refunds have been delivered to existing customers and new customers are automatically enrolled at the new, lower rate.

Related to planning for the future, the Board inquired about patterns that emerged in the data collected for the network report card. It was noted that the data had not yet been consulted for any emerging patterns, but that pattern analysis will be possible. Pattern analysis has been added to the priority list for the 2012-2013 fiscal year as well as identifying critical campus network areas that need investment. The committee also asked how the recommended wireless cost estimate is determined for the report card. The cost estimate is made by calculating how many wireless points per square foot exist in the space against the recommended number per square foot. The difference between the wireless points present and those that should be present multiplied by the cost of installing a wireless access point is the cost estimate. These estimates are intended for modeling purposes.

The committee was curious about any feedback on the transition to UTmail. It had been anticipated that the transition could be difficult. The transition to UTmail has gone smoothly. Currently, there are nearly 75,000 UTmail users.

The committee noted the rise in the use of mobile devices and that they expected that much of the use of mobile technologies on campus was motivated by recreational purposes. They inquired about quotas for bandwidth purchasing and the potential need to ensure that use of bandwidth was for University-
related purposes. The University holds a net-neutral position on content accessed, but does charge a fee for use of bandwidth above and beyond the amount allocated by the University. Students are able to purchase more bandwidth if they reach their limit. By limiting the amount of bandwidth, use is somewhat controlled. The net-neutral stance with bandwidth limits is expected to hold in the future.

The committee inquired about the status of moving critical services to the data center. The network operations center is still in transition, awaiting construction of the new building. The best guess at the completed construction date for the network operations center is 2016. It is possible that some of the space will be available before construction is completed.

Discussion shifted to the new course management system Canvas. Canvas is expected to scale to accommodate large numbers of users. The Board set online learning and educational technology exploration as a priority for the upcoming fiscal year.

Related to enabling the mission, the committee was curious if the new learning management system Canvas would be compatible with an online learning system. It is expected that Canvas will support the ability to “plug-in” to various technologies that have been identified by faculty.

II. IT Capital Expenditures: FY 11 – 12 – Update
The Board reviewed the status of the capital budget. The status of the various budget items is noted in the meeting handouts.

III. SITAB Input: FY 12 – 13 IT Priorities – Discussion
The following items were identified as priorities for FY 2012-2013.

1. Network Speed Plan
A network plan will determine in which Fiscal Years the campus will realize increases in network speed.

        10GBs--------→ 40GBs--------→ 100 GBs
        Current

2. Educational Technology Roadmap
We will determine the most appropriate technologies for large and small scale online instruction.

3. Administrative Systems to be more efficient
As business units undergo efficiency assessments, we will look to tie the roadmap for the administrative system master plan to business plans and identify technologies to support increased efficiencies.

4. Identify Patterns in Data Collected for Network Reporting
We will investigate and develop methods for capturing patterns in data collected for network reporting.

President Powers expressed his thanks to all the IT governing committee members for both improving day-to-day operational IT services on campus, and proactively focusing on future IT challenges and opportunities.
I. IT Strategic Themes: Fiscal Year (FY) 11 – 12 – Update

II. IT Capital Expenditures: FY 11 – 12 – Update

III. SITAB Input: FY 12 – 13 IT Priorities – Discussion
IT Strategic Themes: Fiscal Year (FY) 11–12 – Update

Save and Reinvest
- Implemented Data Storage
- Launched Gmail for Students, Alumni, Faculty & Staff
- Reduced Rates on Virtual Machines
- Decided on Voice over Internet Protocol

Data Storage costs for faculty and researchers have been decreased by 44% freeing up valuable resources at the local level.

Plan for the Future
- Created Building Network Report Card (see Appendix A)
- Facilitated Laptop Encryption
- Implemented Disaster Recovery for Critical Services
- Developing Mobile Strategy
- Begin Building-Out the Data Center

The Building Report Card will enable us to make informed, strategic decisions about where to invest in the campus network.

Enabling the Mission
- Implementing New Learning Management System (see Appendix B)
- Finalized Administrative System Master Plan
- Developed Data Planning and Management Resources for Researchers
- Adding Wireless in Auditorium Classrooms

The new learning management system will enable us to better integrate technology into the classroom and transform the learning experience.
IT Capital Expenditures:
FY 11–12 – Update

Total ITS Capital Budget versus Cost-to-Date*

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<td>Begin to Build-Out East Hall Data Center</td>
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<td>Implement Disaster Recovery for Critical Services</td>
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*As of June 30, 2012
SITAB Input:
FY 12–13 Priorities – Discussion

Questions for Discussion:

- What University high-priority efforts must IT enable and align to this coming fiscal year?

- What is working well with IT on campus?

- What must work better, needs attention and more IT investment?

UT System IT Roadmap Initiatives (as of June 14, 2012)

1. Establishing IT Commons
2. Deploying Common Network
3. Deploying Common Cloud
4. Deploying Common Data Management
5. Deploying Common Portal Infrastructure
6. Integrating and Accessing Data
7. Connecting Teams
8. Leveraging Mobile Devices
9. Predicting and Managing Performance
10. Sourcing Expertise
11. Creating and Managing Content
12. Enabling Self Service
13. Enhancing Access to Tools
## Appendix A: Network Building Report Card

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**Network Report for ART BUILDING AND MUSEUM - ART**

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**Building Size:** MEDIUM

**Building Grade:** 74.2

**Building Meets Minimum Standards:** 89.4%

Current Recommended Network Upgrades Cost = $27,426
Annualized Network Budget Allocation = $23,445
Appendix B: Future Technology in Support of Teaching and Learning