
I.T. Planning & Projects Monthly Meeting Notes

Wednesday, 07.25.2018

Invitees/Attendees

Alen, Barb, Charlie, David, Denise, Dennis, Derek, Ed, Eric, Jim, John, Josh, Kenny, Lee, Loretta, Matt, Pat, Paul, PhilBP, PhilA, RayK, RayS, Robert, Rodger, Russ, Don, Darlene, Prisscella, Todd

Attended: Barb, Phil, Charlie, Jim, Ray S, Prisscella, Ed, Alen, Pat, Kenny, David, Robert S, Todd M, Russ, Ray K, Eric, Darlene, Don, Phil A

Agenda

SOP

1. I.T. Planning and Projects Monthly Meeting Operation Agreement
 - a. Focus
 - i. No side conversations
 - ii. Keep to the topic at hand, if you have a new topic, ask to have it added to the agenda
 - iii. Avoid using electronic devices during the meeting
 - b. Participation
 - i. Don't hog the stage
 - ii. Everyone's voice matters so speak up
 - c. Attendance
 - i. Be here for the entire meeting, if you can
 - d. Roles
 - i. Facilitator - prepares agenda, runs the meeting
 - ii. Note Taker - takes notes throughout the meeting and posts to a shared location
 - iii. Everyone - we are equals here, this is a peer group meeting

Notes on #2:

Finding time for projects is non-trivial

Difference between task and project

Academic projects are an example of a project - every end of term, 4 days - Todd

Every 2 weeks

Reporting - one-on-one, but significant impact

2 or 3 days is in question

How much discretionary time we have should be "publicized."

Project or tasks

It falls under task rather than project

Listed on a Kanban board

Others could grab a task and assist in the completion

R & D

Recommendation = result in #2 (below)

2. Project Definition - what constitutes a project versus on-going or every day work?
 - a. PMI definition: A project is a temporary endeavour undertaken to create a unique product, service, or result.
 - b. Lane IT definition: Work we are asked to do that:
 - i. Creates a unique product, service, or result
 - ii. Has a significant impact
 - iii. Requires at least one I.T. person to work at least two or three full days to accomplish

Notes on #3:

Where is prioritization brought into the process?

Work within a person's focus area is likely just tasks (day to day work)

This work should be accounted for when communicated to the campus community...this is how much time is always encumbered. The remainder is available for projects.

Ticketing system so others can grab tasks

Many tasks arrive in the form of email. Waste of time to convert to a ticket if no one will grab the item anyway.

3. Small Project Work Process - work that requires only one I.T. professional for over three days

- a. Request comes to IT via Bill, Thad, Project Request Form, PMO contact, or direct inquiry
- b. Employee involved in the project must verify with their manager that it is ok to take this project on
- c. Employee involved also must verify with the PMO to ensure the project is added to the project tracker and resolve any scheduling conflicts with other project work
- d. Work is completed, handed off to on-going operations, and PMO is notified so that the project tracker is updated


Notes on #4:

LCC has the “fix it now” mentality

Risk assessment done during prioritization

4. Large Project Work Process
 - a. Request comes to IT via Bill, Thad, Project Request Form, PMO contact, or direct inquiry
 - b. Any additional preliminary information needed is gathered by the Business Analyst
 - c. Projects are discussed during Planning & Project Meetings
 - d. Pro and Con lists are created, along with an “Our Recommendation” statement and then these documents are provided to the facilitator, and shared with IT Management
 - e. Decision is made by the requestor and IT Management
 - f. PMO is notified of final decision and adds project to project tracking list.
 - g. I.T. Department is notified during monthly meeting (those who are part of the project team and I.T. managers will hear about the project before the monthly meeting)
 - h. PMO works with the project lead/team to establish the project scope, project team/resources, project prioritization, and project plan creation.
 - i. PMO works with the project lead/team to develop the plan and collect requirements (as needed).
 - j. PMO monitors project work and assists in facilitating successful and timely project completion - for each project and across all projects.
 - k. Work is completed, handed off to on-going operations, and PMO is notified so that the project tracker is updated
 - l. Project Team conducts a wrap-up meeting to explore lessons learned (conducts a retrospective)

Current Projects Review

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5. 2018-2019 I.T. Project Tracker
 - a. Main View
 - b. Public View
 6. Current
 - a. SARS Zoom Integration
 - b. SARS Texting
 - c. ALEKS Math Placement Testing
 - d. Banner 9
 - e. Identity Management
 - f. ISE EnterpriseScheduler Project
 - g. PMO Project
 - h. Database for Academic Program Review (Phase II)
 7. Completed (handed off to on-going operations - remember to include an estimate for staff time to maintain/support the product, service or result)
 - a. Argos Online Request Form
 8. New
 - a. Veteran Grant Tracking
 - b. Lane SystemView
 - c. Computer Lab Upgrades
 - d. Physical Inventory
 9. Dependencies
 - a. ISE EnterpriseScheduler, ALEKS Math Placement, and Identity Management are all dependent (at least partially) with the Banner 9 upgrade project
 - b. PMO Project is dependent on final acceptance by the President's Office and ET on the proposed project prioritization criteria

Last Meeting Follow-up

10. Skills Sets Update
 - a. Database Setup
 - b. Some skills lists have been received - please send when you can
 - c. Build a primary and backups listing
11. Communication Methods (internal)
 - a. IT Forum?
 - b. HipChat? **Is there a better chat package?**
 - c. Shared Space for Department Plans - including long and short term strategies with associated projects
12. Communication Methods (external)
 - a. Project Tracker with updates and link in the weekly
 - b. Lane SystemView project
 - c. Other ideas?

13. I.T. Hardware and Software Purchasing Store - is this a project?

What hardware is currently supported - needs to be kept updated

14. Clear listing of what we support and an averages amount of staff time required to support each area/service

- a. Publicized and updated as new project deliverables are released to on-going operations

New Business (new ideas, topics to consider)

1. The PMO and how it operates
2. What is Scrum?
 - a. Agile Methodology
 - b. Standard phases
3. JIRA use and training
 - a. Dashboards
 - b. Project setup options
 - c. Kanban boards
 - d. Scrum boards

Notes

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Action Items

| What | Who | When |
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Next Meeting Agenda Items

