I.T. Planning & Projects Monthly Meeting

Wednesday, 08.22.2018

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Invitees/Attendees

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

Attended: Ed Radza, New guy, Ray K, Phil BP, Don, Pat G, David R, Todd, Russ, Phil, Ray S, Loretta, Cathy, Jennifer, Kenny, Alen B, Eric

Agenda

1. Purpose of this monthly meeting
   a. To discuss new ideas (our own and others)
   b. To discuss existing projects in action
      i. Review current projects, completed projects being handed off to on-going operations, and newly approved projects
      ii. Discuss dependencies between projects
   c. Department Planning and Program Review
   d. Direction for I.T.
   e. To increase I.T.'s involvement in project and ongoing operations work decisions
   f. To raise awareness within our own department of:
      i. Roadblocks and obstacles each area/person/project is facing
      ii. Skill sets within the department
      iii. Workload issues/concerns
   g. To improve communication and teamwork throughout our department
   h. To raise awareness outside of our department of:
      i. Systems supported
      ii. Services provided
      iii. Project processes
      iv. Skill sets within the department
      v. Workload issues/concerns
2. What are the outcomes we wish to achieve through these meetings?
3. Project Definition - Review and Discussion
   a. Lane IT definition: Work we are asked to do that:
      i. Creates a unique product, service, or result

  ii. Has a significant impact (high profile)

  iii. Requires at least two or three full days to accomplish (the time-frame is still under question) and has an end date.

  iv. Requires coordination

 b. How do you know when to bring a project to the PMO?

 c. How do you know when you SHOULD track the work in Jira?

 d. When do you notify the PMO to add a project to the I.T. Project Tracker?

 e. NOTE: Large or small projects - please feel free to contact the PMO to discuss the project and the ultimate hand-off of the deliverables

4. How do we define what we do and how much time we have available for projects?

 a. Review current Org Chart

 b. Define IT support areas

 c. Brainstorm list of systems supported

 d. Brainstorm list of support provided

5. Project Prioritization Process (strategic priorities graphic and our priority graphic)

 a. Talking with Brian Kelly this month regarding the prioritization criteria as well as general project processes

  i. Project Communication will be included in this conversation so that we have a clear path for project prioritization and notifications

 b. Should be on E.T. agenda in September if all goes well

Current Projects Review

6. 2018-2019 I.T. Project Tracker

 a. Main View

 b. Public View

Last Meeting Follow-up

7. Build a primary and backups function listing

8. Communication Methods (internal)

 a. Slack - thoughts?

 b. Shared Space for Department Plans - including long and short term strategies with associated projects

New Business (new ideas, topics to consider)

1. Stand ups

2. Bill will be joining us (if possible)

Notes

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Action Items

What	Who	When
Expand and Group system support list	Matt/Barb	

Next Meeting Agenda Items

➢ How are we using Jira?
➢ System List
➢ Jira Tips and Tricks Section (Kenny?)
➢ Datasheet
➢

Meeting Notes:

3. Project Definition

- Must have an end-date or it's "dishes"
- Has a deliverable
- Less about time-frame and more about clear start and end
- Has milestones
- Defined duration and milestones
- Creates a unique product, service or result
- Criteria are an OR rather than an AND. Don't need all to be a project and sometimes even if you have all of them, it's not a project

4b. When to bring a project to the PMO

- Large impact
- Any of the three definitions above
- More a matter of wrangling multiple parties / communications / coordination
- Coordination of teams other than your normal work team
- When a project involves stakeholders
- When there are conflicts between stakeholders
- When it affects the timing of other projects

Problem vs Project

- If "you" don't have the time to research if it's a real problem, the BA can help with that.

3c. When to track a project in Jira

- Everything - CYA
- Everything - graphing and tracking (Kenny)

- Everything - Good project tracker and idea tracker. Also good for workload and time management (Jennifer)

4b. IT Support Areas

Good to have a list of systems IT supports. David R needs that for SystemView project as well.

- Primary/Secondary/Backup for internal list as well
- Systems List
  - ERP (Banner)
    - Auxiliary Systems
      - OrgSync
      - Fitness Track
      - Student Portal (MyLane)
      - 25 Live
  - Email
  - Security
    - Provisioning
    - LDAP / CAS
    - Firewall
  - Reporting
    - Digital Signs
  - Phones / Voicemail
  - System Management
    - Desktop Support
    - Classroom Support
  - LMS (Moodle)
  - A/V
  - Infrastructure
    - VM's
    - Wifi / Ethernet Network
    - Firewall
    - DNS
  - Web Services
    - Blog Network
  - Employment Portal
  - Student Systems Support
    - Managed Print

- ○ Training
    - ■ Banner
    - ■ Other

Org Chart Changes

- Changes found in IT Meeting
- No "training" group for other than Banner (Todd and Darlene)

Bill

- Departmental Datasheet
    - ○ Measurement tool for how a program is doing compared to others
    - ○ Program review to help align programs with endpoints
    - ○ IT isn't an academic department, so the current datasheet doesn't directly apply, but that's changing
    - ○ We get to decide how we measure ourselves
    - ○ How do we know how well we're doing?
    - ○ IT needs to make a 1-sheet template for our datasheet