
I.T. Planning & Projects Monthly Meeting

Wednesday, 09.26.2018

Invitees/Attendees

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

Agenda

Drop-Ins for Today's Meeting:

1. Jessica - Robotics Student (Phil Hudspeth) (around 9:15am)
2. Brian Kelly - Strategic Priorities and Titan P.R.I.D.E. (around 10am)

Last Meeting Follow-up

1. Project Prioritization Worksheet
 - a. https://docs.google.com/spreadsheets/d/1jThkP2RNH9_4FXLStLu1dPY8YU_DLJAjt0ecMliMqfE/edit?usp=sharing
2. Project Recommendations
 - a. https://docs.google.com/document/d/1D1JP-y0OtHX76UshD_Hydf9gbcJGik4s3gm5LwpcxOs/edit?usp=sharing

Today's Agenda:

1. Meeting Minutes - quick discussion
 2. Departmental Datasheet
 - a. Measurement tool for how a program is doing compared to others
 - b. Program review to help align programs with endpoints
 - c. We get to decide how we measure ourselves
 - d. How do we know how well we're doing?
 3. What is Titan P.R.I.D.E? (Delivery of Services)
 - a. P - professional
 - b. R - responsible
 - c. I - inviting
 - d. D - dedicated
 - e. E - engaged
 4. Datasheet categories selected by IT Management
 - a. Classroom Support
-

- b. Desktop Support
 - c. Wifi/Network Infrastructure
 - d. Data Security
 - e. Telecommunications
 - f. Banner and Related Systems
 - g. Data Analytics and Reporting Systems/Services
 - h. Project Management (On Time and On Budget)
 - i. Budget Success
 - j. Skill Enhancement
5. Clarification and discussion of the categories selected
 6. Discussion of why we are measuring what we are measuring
 7. What metric do we use to report our successful, "pride"ful delivery of each of these services?
 8. How will we gather these metrics for future reporting?

Current Projects Review

3. 2018-2019 I.T. Project Tracker
 - a. https://docs.google.com/spreadsheets/d/1Dtx8n9RL7UloYxxzxczp_wQO3j6ISqFNVHSNER7BTcA/edit?usp=sharing
 - b. Will need to follow-up to get dates, etc.
 - c. THANK YOU to all who are making sure that all projects are on our list - remember, any project work done this year should be on this list!

Action Items

What	Who	When
Expand and Group system support list	Matt/Barb	October 24, 2018
Updated Org Chart	Bill/Barb	October 24, 2018

Next Meeting Agenda Items

- System Support List
- Updated Org Chart

- Jira Tips and Tricks Section (Kenny?)
- Datasheet submission
- Stand-ups

Meeting Notes:

Present: Bills, RayS, AlenB, Cathy, JenniferD, PhilA, BarbBP, MattD, PatG, Thad, RussC, RayK, Fred, Todd, KennyA, Roger, DonP, LeeH, Darek,

- Project Prioritization:
 - Scoring criteria approved by Cabinet
 - 35 projects currently on priority list
 - Project list submitted to Cabinet for approval regarding project priority
 - Top 5 / Top 10 and “the rest” have been submitted to Cabinet
 - Surprised that Disaster Recovery scores lower than Gmail for Employees
- Minutes of All IT Meetings
 - Should minutes be public in whole? With comments attributed to the person.
 - Keep full comments internal and have simpler notes public
 - Is there reason for public notes?
 - Many in the wild think IT hides information. Public notes give transparency.
 - Good to share the consensus rather than the debate
 - Call it a report, not Minutes. Minutes are a complete record. Not an edited summary.
- Department Datasheets
 - Categories with specific measurables
 - Red/Yellow/Green
 - Suggests we put red lights on things we need funding for
 - Metrics
 - Classroom Support
 - Desktop Support
 - Wifi(/Network Infrastructure)

- Data Security (added)
 - Telecom(munications)
 - Banner and Related Systems
 - Data Delivery Services/Systems
 - Project Completions (On Time and On Budget)
 - Budget Success - Suggested by Jen Steele
 - Skill Enhancement - Suggested by Jen Steele
- Make a correlation between our top 5 priority projects
- Add "infrastructure" to wifi to include the rest of the network
 - Many "pieces" are invisible to the college/public. Good to make it visible.
- Add "Security" category?
 - Touches most other categories
 - Data Security and Governance
 - Change "Project Completion" to "Project Management, On time and on budget."
 - What is the definition of "Data Delivery"?
 - Thinking of it from the end user
 - Delivering data to IRAP
 - Department data
 - More software than hardware
 - Pulling data and sharing it
 - Different from the Banner Systems item
 - Banner is a 3rd party app we didn't develop. We are just responsible for running and extending them.
 - Change it to Data Reporting
 - Change to Data Analytics and Reporting Systems
 - Could "Skill Enhancement" include training people outside IT?
 - Never knew anything better than after he trained someone else
- Jessica - Andy Foelker Memorial Scholarship winner
 - Andy passed away at an early age. IT developed a scholarship in his name.
 - Jessica is the first recipient.
 - Born and raised in Eugene
 - In second year at Lane
 - Transferring to OSU next fall
 - Interned with Ron Little
 - Works in UofO currently
 - Looking forward to working in a team after graduation

- 360 applicants for scholarship
 - 3.0 GPA required

- Titan PRIDE - Delivery of Services
 - P - professional
 - R - responsible
 - I - inviting
 - D - dedicated
 - E - engaged

- Brian Kelly will be talking about how we deliver our services in a "PRIDEful" way?
 - Element of Titan PRIDE are going to mean different things to different groups across campus
 - Important to Brian to hear everyone's voice about what being responsible is
 - Wants to hear from us what it means to us
 - Email (Copy Debra Butler)
 - Professional
 - With the view of an IT professional providing services to students and staff, what is your definition of being professional.
 - Professional - What are some elements that go into being professional?
 - Do the work
 - BrianK - Many are saying "Being here to do the work"
 - Be proactive
 - Listening to their needs. Fully listening.
 - Follow through
 - Creative problem solving
 - Responsible - What do we think of when we're being "Responsible" in terms of delivering IT services
 - Policy enforcement. We made the policy for a reason. We should enforce it.
 - If you know there are problems, try to fix them ahead of time. Don't wait.
 - Due Diligence
 - Inviting - If we are providing
 - Being invisible. Things just work.

- Walking someone with a problem through the fix. Don't just send them somewhere else.
- Putting forward a friendly face even if you're having a bad day. Make the customer feel welcome.
- Remember what it's like to not know the answer. Don't make the person asking the question feel stupid for asking the same question as 100 other people.
- Making systems intuitive
- Make related systems work the same
- Make sure systems are cross browser/system compatible
- Dedicated - What does dedicated look like?
- Go the extra mile
- Working overnight / off-hours to make systems available
- Doing whatever it takes
- Engaged - What does being engaged look like?
- Eye contact, active listening, follow-up questions
- "I don't know, but I will find out."
- Being involved is being engaged
- Where does employee morale fit in?
 - Brian Kelly - Partially on the employee. Their responsibility to decide how they react. Partially a business decision. We need to be up to make students who have a choice to go anywhere feel welcome.
 - Might help if techs were able to participate in things like Fall Conference. There are certain people you can only kick off their computer during Spring/Fall Conference.
 - Brian Kelly - "We will make sure techs are able to go. Darek, in particular, is directed to go so that he may participate."
 - We'll see if it actually happens. There are a lot of moving parts that have to line up for someone like Darek to be able to attend.
- Important for new people to have the courage to voice what they see about what Lane is doing right and wrong.
 - Jennifer took a new student tour when she started. Good idea maybe for everyone.

-
- IT's Measurements
 - Classroom Support
 - Professional is being proactive and following through to make sure a problem was fixed
 - Use surveys
 - Thad - Survey on every ticket. Thad Follows up on every one less than a 4/4.
 - Only a fraction of work orders get surveys filled out.
 - Trying to anticipate the future. Know what's coming and what we need to support them.
 - Thad - S/W request list is looked at regularly
 - Broad categories for report
 - Detailed categories internally
 - Bills - Think about what is important to an instructor or student around classroom support
 - How quickly do we fix a problem when a faculty member hits the button in a classroom?
 - Thad - We don't always track how quickly certain types of tickets get resolved
 - Many call a tech directly rather than the helpdesk. Or grab a tech in the hall.
 - Is it not Lane's policy to create a ticket no matter how the request comes in?
 - Can we tell the person grabbing the tech in the hall they need to create a ticket even though I'm fixing this now.
 - Make it as easy as possible on our "clients". Make the tickets yourself so we can make sure it's done properly.
 - Desktop Support
 - Same measures as Classroom Support?
 - Wifi / Network
 - Unplanned outages (Lower is better)
 - Uptime
 - User Experience - network speed, wifi dropping connections
 - Communication (of outages and problems)

- Data Security (added)
 - Being proactive
 - Security Audits (PCI, Network Scanning, Firewall penetration tests)
 - Talk to Ed and Denise


- Telecom(munications)
 - Track Don's response time
 - System Upgrade completion complete
 - Customer Satisfaction

- Banner and Related Systems
 - User Experience
 - Proactive Updates and patches
 - Measure uptime of the systems itself
 - - Calculate how much time we save with certain modifications

- Data Delivery Services/Systems
 - People who generate the reports have the tools they need when they need them
 - Surveys after request
 - Readability of the report
 - Reduction in ad-hoc report requests (reports moved to Argos)
 - Analysis to make sure data being reported is accurate - Having to re-do reports

- Project Completions (On Time and On Budget)
 - Clear communication - this is why your project is low priority
 - Clear objectives
 - Planning, reporting and risk analysis - Looking at risks and having contingencies

- Budget Success - Suggested by Jen Steele
 - Passthrough vs money controlled by IT
 - Measure capitol outlay, training dollars

- 
- Skill Enhancement - Suggested by Jen Steele
 - Number of xxx we sent to xxx training
 - Cross training
 - End user training - Ex: Darlene training front line people
 - If training is available, did we use it?
 - Have we developed training for end users and do we have a mechanism to deliver it?
 - Scoring poorly on one of these categories isn't necessarily a ding on us. Could point to budget or other things out of our control.
 - Ok on some to say "We will figure out how to grade this category this year"