

August 23rd, 2011

- OIT roadmap is missing, clarity is not provided to the customers. Customers need to decide if this acceptable and give feedback.
 - Roadmaps on server consolidation, web environment, desktop/laptop services, take priorities and say how items can be related to different campus communities.
 - Why are they important to us?
 - We need to translate these items into non-technical sentences.
- We want to hear “ends” not “needs”. Departments come up with the ends and OIT will get you there.
- How are projects decided on and what’s the basis for prioritization?
 - Our priorities are both proactive and reactive.
 - They all come out of Larry’s meetings with people, common good needs for the campus, working with system wide policies and common good.
 - Common sense and reactivity.
 - We would like them to grow out of the Governance groups- Admin, Faculty, Students, RC.
- We would like to know where projects came from, purpose, goals (brief format)- then provide regular updates as to how we are doing. Who benefits, desired outcomes.
- How well are we communicating to the campus?
- We need a good communications strategy to bring in the rest of the campus, are these projects relevant? How do people know?
 - Report to this group about communications- is it working, what can we do better?
- We tend to reach out to campus IT folks- this is a broken structure, CSR structure needs to be “fixed”.
 - They are not owners of the business process, they might not know what the business implications of a project are.
 - We need targeted marketing to strategic parties on campus.
 - How do you communicate both tactical and strategic information to the campus?- Ownership taken by this committee.
- How do we find other groups on campus that are not represented at this table?
- Provide a list of items that should be centralized and what should be decentralized.

- Main CU webpage goes to the old website
- Are we heading towards an economy of scale?

- Add to the priority list-
 - Physical location for servers- update needed and when machines can move. Get the facts about moving into Sybase.
 - Communications.