

CCITP – Meeting Notes

Date: Thursday 8/9/2018

Time: 2:00-3:30 PM

Location: TLC 215

Zoom: <https://cuboulder.zoom.us/j/945880316>

Next Meeting is Thursday, September 6

Attendees: Chris Bell, Christina Tenerowicz, Steve Hart, Joey LaConte, Jennifer Methlie, Deborah Hamrick, Ben Mandel, Aaron Mansfield, Grant Matheny, Jim McKown, Daniel Packman, Jon Sibray, Sante Jonker, Joe Workman, Sean Pease, Scott Griffith, Mark Sondergard

Remote Attendees: Dominique Ingoglia, jtaylor, Bryan Radke, Dave Kohnke, David Panish, Eric Heltne, Greg Hoppes, Kerry Havens, Paul Stallworth, Rob Narhi

	Topic	Time	Speakers
1	Introductions/Announcements	10 min	Chris Bell
2	ERP and BASA	40 min	Christina Tenerowicz
3	Start of the Year Focused ITP Discussion	10 min	Facilitated by Chris Bell
4	Open Discussion with IT Practitioners – topics can include today’s presentations or other topics	25 min	Chris Bell
5	Decision & Action Item Review	5 min	Lori/Chris

Agenda 1: Introductions and Announcements

- Welcome
- Introduction of in-room attendees
- Upcoming need for a new meeting room. Suggestions or volunteer hosts? Talk to Chris.

Agenda 2: ERP and BASA

- ERP: Enterprise Resource Planning. Refers to the entire administrative or business systems IT environment
- BASA: Business Analysis and Systems Architecture.
 - BASA evolved with ERP.
 - Mission statement: To drive the University to effective innovative processes by engaging with partner-stakeholders to bring about business process solutions while leveraging technology that supports the University’s strategic goals.
- Business and technology go hand in hand (close partners).

- After several failures trying to implement grants management, BASA was created. Christina Tenerowicz was hired, built a team and implemented Topaz (a competition tool). Her work was well received.
- The model was leveraged to other projects and BASA expanded to 32 analysts.
- BASA grew so fast that they are just now getting their processes in order.
 - Project Managers focus on strategic leadership, creating roadmaps, providing oversight to portfolio projects and enterprise analysis.
 - Business Analysts understand the application as much as possible and facilitate process improvements. They evaluate solution options and make recommendations. They also serve as change managers. They represent the voice of the users and make sure business leaders understand the impact.
 - BASA is involved in IT Governance and other high touch areas.
 - Business Analysts and Project Managers have different roles, but they sometimes overlap. They must understand the scope, problem and “as is” in order to fully understand requirements and map out the “to be.”
 - Business analysts partner with others to evaluate options, letting business leaders make informed decisions. They work with both stakeholders and leadership to facilitate a solution. (They are change managers from the people side.)
 - Business analysts work on the front line, at the people level.
 - Change managers continue after project closure.
 - Campus business partners and projects:
 - InfoEd - also looking at applications and reports.
 - HR:
 - Avature: Manages position descriptions
 - Compensation tool: Provides access to market analysis for new positions
 - Slate: Course search for students.
 - Advancement & Athletics: Enterprise needs assessment, mapping.
 - Finance: RFP for fiscal and budget planning.
 - School of Education: Handful of things
 - Procurement in system office.
 - Docusign
 - Data Integrations: Started a year ago to wrap a service around data integrations. Put some structure around it so we can serve customers in a more holistic way.
 - Jennifer/LASP(?): Gathering data is painful. Some student data is in InfoEd, some is elsewhere. Having it in one space would be helpful.
 - Christina recommended that she talk to Kevin Notheis and request a process for data change. Kevin can help facilitate. Approvals will still be required. Trying to streamline the process is the challenge.
 - Dan Jones and Steve are working on data governance. They want to make it as easy as possible. The long process for approval is a frustration. Improving that would help drive down some of the siloing.
 - Within strategic goals, department goals and current processes, BASA looks for improvements. Where is the business value? How do we optimize what we need to do?
 - Look at the process first. Question things (not intended to judge, trying to figure out where the best value is and where we can reduce waste). Work together with

you, form a partnership. Provide a window to the bigger picture, but it's the groups that make things happen.

- See PowerPoint for list of applications BASA currently supports.
- In BASA flowchart, green is complete. It gives you sense of what the team is working on.
- Chris: Old timers will recall that Larry has talked about the continuum of IT. On one end are IT practitioners that work in the departments. On the other end are things that clearly need to be centralized (HR, UIS). Where does the role of OIT fit in that continuum? The reassuring message is that there is a huge role for local IT shops. OIT has been playing halfway and up. Everything Christina is talking about is a formalization for that.
- How are we going to do Enterprise Resource Planning? We are understanding what we need and where to leverage it. OIT and UIS can't do everything or meet all needs in a customized way. It's a model of both. How do we use both to meet our business needs?
- How can we provide more transparency? The School of Education didn't know about Slate. They were trying to recreate the wheel. We connected them to those who are working on Slate. How do we get the word out so others can use tools that already exist?
- How do we utilize our resources and meet needs in the most cost effective way?
- ERP Governance: <https://www.colorado.edu/avcit/governance/erp>
 - Committee is made up of leaders across campus, meets once/month to discuss projects and status, present new projects.
 - Out of recommendations from Elevate, we launched an effort to figure out what people are thinking about, big areas.
 - Assigned Program Managers to places with existing domains.
 - From a list of 300 items, connected items to business initiatives and strategic plans. Kelly Fox asked for everyone's top 5 (that's how we got to the "mountains" – see PowerPoint). We met with business leaders about where their priorities map to the top 20.
 - Tier 1 is priority 1 (If no resources or falling behind, pull resources from 2 or 3.)
 - Dark Green: Foundational IT (What we need to keep business going, fundamental services)
 - Light Green: Integrated business processes (How do we utilize technology?)
 - Yellow: Transformational, taking us to a new paradigm (the new online master's degree program, next generation tools, innovation, things that change the way students interact with staff.)
 - What does OIT do with these mountains?
 - On the ERP Governance page, there is a request form to submit a proposal. For each proposal, we ask:
 - Does it fit into the mountains? Is it time boxed?
 - What is the business need or vision? Do you already have something you're thinking about?
 - Chris is a great person to engage. He understands what OIT services can be leveraged and how to connect you with what you need.
 - The completed form goes to Christina and she assigns it.
 - The 20 mountains come first, but that doesn't mean "no" to everything else.
 - If you have something that fits into a major effort, it can be incorporated.
 - Mountains are FY19 and some into FY20.

- Kelly doesn't want one-off budget requests. She prefers everyone thinks ahead (it helps her plan funds).
- Aaron Mansfield is leading a drive for BASA in the system office, pulling all campuses together.
- Eventually, the "mountains" will be out on the ERP site.

Agenda 3: Start of the Year Focused ITP Discussion

- What are you all doing to think about the new school year?
 - Ben Mendel (Rec Center):
 - New student welcome coming up soon, lots of volunteer opportunities (check the Student Affairs website for more information).
 - All patching and housecleaning done.
 - A Night at the Rec.
 - New time clock system (version of kronos), training and supporting users. (Went from something archaic to something slightly less archaic.)
 - Deb (Libraries):
 - New sensors for patron counting. SensusSource, acquired through RFP. Infrared sensor tracks coming and going.
 - Upgrading study rooms in commons.
 - Scott (Heath & Wellness IT):
 - Moving people and offices, making sure everything works. Counseling and psych services now on same floor.
 - Getting ready to open up things that were closed over the summer.
 - Jim (JILA): Influx of people to research groups, purchasing equipment.
 - LASP:
 - Construction engineering center closed for 5 weeks (one of the mountains).
 - Handing labs over to OIT labs.
 - Jonathan (Law):
 - New student communication system, SharePoint based. Students can subscribe or unsubscribe. Trying to kill e-mail (students don't read it).
 - Steve (Aerospace):
 - Aerospace is exploding: new professors, new building. Picking up infrastructure and moving to new building, making sure things work.
 - Spinning up new center for aerospace, SWxTREC (Space Weather Technology Research and Education Center). Bringing in a lot of heavy hitters. Lots of balls in the air.
 - Joey (Registrar):
 - Communicating out to students, supporting units with data they need, helping to onboard.
 - Anderson Language and Technology Center is offering language classes.
 - Just now using ServiceNow for IT stuff. Use for accounting too, replacing all computers in lab.
 - Mark (Facilities):
 - Trying to get stuff off campus so people can get around.
 - Fewer capital projects the next few years.
 - IT-wise, running into licensing renewals.
 - Stay out of the way of students.

- Activities
- Announcements:
 - **OIT Weekly** is a publication put out by Jamey Chapin, Communications. It has routine things in it, such as outages. We want to start featuring you all, one by one. We will get information from you for each feature. Rather than sending out a special message to members, we'd like to put it in OIT Weekly. If you miss it, check the CCITP web page: <https://www.colorado.edu/avcit/governance/campuswide-collaboration-it-practitioners-ccitp>
 - **Microsoft team for CCITP**: Get rid of e-mail list and then all messaging would go to team. Project to roll out to faculty.
 - **CU Tech Connect**: All campuses got together for networking, came out of innovation retreat. Will make sure everyone is invited next year. IT Procurement Summit occurred around the same time. The two may merge.
 - **Concern about USE**: Replacing mycuinfo portal, includes secure messaging. Highly sensitive information will be exchanged with single sign-on (SSO). Security is not as robust. Even though it's easier for students, there is concern for their security and privacy. Is it worth the spend with only 500 students?
 - Chris: This effort makes it so students don't have to log in to so many sites (Buff card, library, schedule, etc.). There is a beta design in place that's been rolled out (Chris will supply the link). You have cards. When data on the card is fed in, it shows books overdue, etc. The governance around that has yet to be determined, but the technology is there.
 - The card makes sense, but SSO doesn't.
 - Chris will represent that to committee and get the group here to show what they are talking about.
 - Concerns:
 - If SSO gets you to something sensitive, how secure is it?
 - We already have DUO, so why not require as part of SSO?
 - DUO is being bought by Cisco. The idea of SSO is nerve wracking.
 - Chris has good trust and faith in security office doing reviews. Chris will relay that message.

Agenda 4: Decision & Action Item Review

- Decisions
- Commitments
- Action items:
 - Announcements on CCITP will now be in OIT Weekly
 - Chris will check FACMAN access to OIT Weekly.
 - Chris will provide the link to the beta version of USE to everyone
 - Chris will convey security and resource issues regarding USE and SSO

*Slides from Christina Tenerowicz forthcoming.