Present:  Bill Becker, Brett Bulseco, Nida Chock, Rob Edmondson, Kyle Higa, Emily Kukulies, Myrna Patterson, Sam Rhoads, Scotty Rhode, Paul Sherard, Kelly So, Jeff Stearns, Rose Sumajit, Nova Suniga, Vern Takebayashi, Jonathan Wong

Absent/Excused:  Stephanie Antolin, Jon Blumhardt, Howard Kam

I.  Campus Technology Updates (Kelly, Rose, Jon)

Background:  This is a standing agenda item for updates from our technology support units (MIR/CS, ITC and EMC) about things you should be aware of coming down the pipeline, ie -- upcoming events, change in services, changes in the technology field we need to plan for, etc.

Kelly:
Banner will down on 2/18/11 and back up by 2/23/11.

Rose:
Jonathan passed out a white paper entitled “A White Paper on Leveraging the Student Computer Lab and Technical Desktop Support Offices To Provide More Comprehensive Technical Support Services For the HCC Community” to various governance groups. Rose has made presentation to FSEC and CLT. She will also go to KKWC and SSEC. CLT made a comment “have TAUG deal with this”. Feedback that Emily got from students is they are unsure where to go for help for the Google Migration. The directions on the UH Web site directs them to UH ITS. Suggestions were made to: 1) add a contact phone number and also 2) show that students can also get assistance at HCC. Training for students on UH Google Apps will begin on 2/14/11 at the SCL. ITC will promote this training including Kay sending an announcement on hcc-admin-announce-l@lists.hawaii.edu.

ITC believes this is the best way to provide comprehensive tech support given our limited resources. The upshot is SCL has a lot of lab monitors while TDS has only a small group of workers. Need to consolidate the two groups of students and change focus to “here is where we are going as opposed to what do you need help on” A consolidated group that is for everyone.

Vern asked “Will students be retrained?” Retraining is not the primary method. Rather have a higher level student for technical issues. Feedback also that we need a call center. That is not in the white paper but is being considered. What is the timeline? Is it underway? Rose said it is moving slowly but we should implement in Summer and Fall. Not hiring old style workers by then.

Sam asked “is the reorg addressing services currently done by Admin Computing?” Rose answered she has control over TDS and SCL which is in the white paper. ITC is leveraging overall comprehensive technical services within what ITC has control over.
TUAG will be the venue to have discussions.

II. Reorg

Background:
We will continue our discussions on the reorg of our technology support services for the campus. We will be comparing the wishlist of services expressed by the campus versus the compiled list of services we currently have in place.

Various constituencies shared their wish list for services.
Secretarial Services/Clerical Pool:
Digital Records Management System - Situate the 2nd floor more efficiently with the removal of the paper files. If we can not do a request, TAUG should say what they can do. An option could be outsourcing to address the request.

Student Services:
Overall, whatever it is, we want it to work and we want what is broken, fixed ASAP.
- EASY to use (for basic and advanced users)
- HELP – support people that are ubiquitously available and knowledgeable (Someone on phone at all times, space to take your device, people who come to you, online guides, training)
- DO IT FOR ME – people who can do the stuff we want but don’t know to do like web pages, videos, mobile apps in a quick way (balancing turnover time & quality, often we need something basic but it's done more elaborately)
- EMPOWERMENT – we want to be able to feel in control of our technology by having control over our devices, equipment choice and such. (i.e I bought X but I can't use it! Why can't I have an apple if that's what IT uses?)
- QUICK RESPONSE INNOVATION – be able to keep up with the trends in our industry and latest upgrades in a competitive manner. Let us know what (i.e. why in 2011 do I still have to use Office 03? Why don't we have a mobile page? Why don't we officially use texting?)

Language Arts:
- More training on the use of the Smart equipment (the equipment providing overhead projection in classrooms), not just a quick overview but practice in using the equipment
- Smart equipment in all the commonly used classrooms
- A hotline instructors can call for quick technology support
- An easy method for students to transfer Powerpoint or videos files onto the Smart equipment for classroom presentations
  - iPads for instructors to provide Japanese and Korean language input to the Smart equipment (iPads have native support of all languages)
  - Wireless printing
Paul – no delineation between office and classrooms computers
Scotty – no feedback at this time
Sam – no feedback at this time

Myrna (Business Office) – did not want to have two email addresses so need to find a way to use just one email address. Also want to be able to log on and use another person's computer. For some applications e.g. Data Warehouse only Business Office uses. Need to have someone help the end users.

Nova (Records Office) – Need someone to help students with Laulima. Need phone numbers and email contacts. Need a backup IT person when someone goes on vacation.

Brett (Academic Support) – Have more support for eWaste. Help for students to set up their mobile devices. Library is asking for assistance with Fax machines for students. Looking into pre-print card to help students print consistently across the campus e.g. Library charges $.10 while SCL says bring your own paper. CSC requested a replacement policy for computers that is college-wide. Right now Testing Center is a critical need area that needs up-to-date computers. Other critical needs also exist. It was noted that the Planning Council adopted a computer replacement policy dated 3/24/06.

Emily requested a consolidated purchasing group. Vern said perhaps when everything (procurement, replacement, etc) goes under one roof, things should get better.

Vern (FSEC) – very concerned about reorg. Services – provide test bed for new technologies that can be used in the classroom

Rob said need a dual system: 1) commonality for ease of maintenance and 2) support people

Other comments:
help, help, help
training for tech support people
faculty technical education needs

A Subcommittee consisting of Bill, Emily, and Jonathan will work to group the requests into a proposed organization chart

III. CIO

Background:
We will continue discussions of what we would like to see in our CIO position integrating feedback we received from the campus.

Feedback:
Brett asked “How would having an APT position above faculty work?”

Bill said CIO should be high level position. Big decisions on architecture, enterprise level issues, issues that affect the entire campus. Focus on the planning and directions we should be going. Maui CC job description walked on water. Emi commented the need to be sure they value customer service and not just give you the policy of why we can’t.
Rob E recommended looking at what other campuses have. Research other campus' best practices.
Rose questioned “Is the executive level still on the table?” Jonathan said Mike R looking at APT. Rose said many positions are being advertised at the executive level.

Vern made a motion ”TUAG recommends to Chancellor that CIO position be an E&M position.” Emily seconded the motion. The motion passed unanimously that position be recruited at E/M level.

Jonathan asked for a subcommittee to continue working on job description. Bill will work with Jonathan on drafting position description.

IV. Unified Budget

Background:
The Unified Budget Subcommittee will present their findings. Vice Chancellor of Administrative Services Ken Kato will be on head to give his feedback and input.

Bill presented a rough estimate of annual costs.
https://laulima.hawaii.edu/access/content/group/95450e8e-bd5b-460f-b2f8-5bfb8a47f73a/shared_dropbox/Budget%20Working%20Documents/2011budg-combined.xls

Currently many of the labs on campus are not used consistently ie. Remain empty most of the day. Bill proposed a set of labs which would be centrally managed. IT would not manage it. Central pool of labs where you can run a “timeshare use” of labs model. Brett asked if there is a ratio of IT staff to number of computers served. Jonathan said he could find the ratio as maintained by EDUCAUSE. Ken Kato asked “do we need this many labs on campus?” Also asked “How did we determine the replacement time?” Bill Becker said support warranty period is 5 years. depending on the use, the timeframe could be longer or shorter. Emily said maybe buy less workstations and more laptops or mobile devices.

Ken was asked if this replacement plan is fundable? This would be a worst case scenario. We can repurpose computers. Jonathan said we need to include software costs. Subcommittee will keep working to refine the Unified Budget inclusive of software costs.

Paul said should not be automatic replacement.

Need to also look at models of the future e.g. new technology as iPads, smartphones, etc.

For next meeting the Unified Budget Subcommittee was also asked to develop and present a tentative replacement cycle.
V. Replacement Cycle

Background:
With our articulated list of services and tentative unified budget in place we can begin discussions with regard to our replacement cycle for both equipment and services.

Unified Budget committee will work on this. Will circulate policy passed by the Planning Concil back in 2006. The url is http://honolulu.hawaii.edu/intranet/committees/pc/pdf/planning_council_itpolicy.pdf and it is entitled “IT Resource Replacement Policy.”

VI. Gmail Migration

Background:
UH ITS will be migrating UH e-mail to Google Mail services. Students will be migrated starting February 1, 2011. Both the Planning Council and FSEC passed resolutions for TUAG to take up the lead in planning faculty and staff migration discussions. We will begin preliminary discussions here.

Rose suggested forming a subcommittee to hammer out a migration. Rob, Rose, Vern and Brett will be members. The group will work on how to facilitate the move for faculty and staff. Students are being addressed in the SCL. Emily has comments.

Jeff asked is there a timeline (or window) to migrate? Need to allay the fears of faculty. Vern said those with fears should sit on subcommittee so their needs are addressed.

VII. Enterprise Desktop Management Solution Proposal

Background:
ITC submitted a proposal for an Enterprise Desktop Management Solution (EDMS) to help with management of campus computers. Rose will be presenting her proposal for our information and review.

1000 computers on campus with 25 IT support staff. EDMS proposal was approved and next step is to look for options that meet the solution. The Technical Liaisons are going to be part of the group evaluating options. Areas of interest will include automatic updates and remote support for computers. Rob Edmondson raised a concern “will IT control people’s personal equipment ie. Smartphone, iPad.” The answer is no.

VIII. Delineation of responsibilities for labs, classroom computers
Background:
The recent increase in computer classroom lab facilities has put a strain on our support staff and organizations. The proposed reorg should provide a cleaner delineation of responsibilities for support of both labs as well as classroom technology support. In the Interim we will begin some discussions to hopefully settle who will take lead in providing support for labs and classrooms as our current resources permit.

This item was deferred to the next meeting

IX. Bldg 7 Update

Background:
The Bldg 7 Renovation project provides us with an opportunity to build the ideal technology infrastructure we need to support both teaching and our other operations. The project team will provide an update of what the Bldg 7 project is shaping up to look like and we'll have an opportunity to provide our input.

Bill reported work starting this May or June for two or three years. The plan is to try to keep the people in the building while this is going on. Monies are ready to be released. IP phones need to be put in as the building is being torn apart. Emily has not heard and was wondering if there will be more opportunities for students to give input. Ken wanted to have a forum to address matters. Anyone with input into this project is encouraged to contact Ken directly.

The meeting was adjourned at 2:42 pm.