
IAC Meeting Minutes

Microsoft Teams Meeting

November 3, 2020 – 10:00-11:30am

Attendees: Jake Anderson (CAS), Lance Baatz (ACNS), Katie Banghart (VPIT), Brandon Bernier (VPIT), Michael Brake (Student Achievement), Kelley Branson (Engineering), Dave Carpenter (CHHS), James Cizek (ACNS), Josh Clark (IS), Nick Cummings (HR), Bill Davis (HDS), Steven Dove (BFS), John Engelking (COB), Lisa Gertig (Internal Auditing), Bryan Gillispie (CLA), Eric Hamrick (Procurement), Jason Harder (CSU Online), Dave Hoffman (VPIT), Jason Huitt (ACNS/Telecom), Steve Lovaas (ACNS), Neal Lujan (DSA), Ross Madden (CNS), Kylan Marsh (UA), Jamie McCue (VPIT), Richie Nelsen (COB), Mike Olin (INTO CSU), Dawn Paschal (Libraries), Jon Peterson (Research Services), Colleen Polley (Internal Auditing), Kacie Reed (CVMBS), Joe Rymski (University Communications), Gary Senseman (WCNR), Ron Splittgerber (Research Services), Eric Tisdale (CHHS), Dallace Unger (Facilities), Shane Vigil (HDS), Joe Volesky (ACNS), Suzi White (Libraries), Ruth Wilson (Extension)

- Welcome - Brandon Bernier
- Research IT Review – Kacie Reed
 - Began in February 2020, tasked a small group (Kacie Reed (CVMBS), Joe Strecker (CVMBS) and Mara Sedlins (Libraries)) to identify and review potential challenges in Research IT across campus. Since then, the team has conducted 40 interviews with CSU faculty/staff and research IT professionals at peer institutions.
 - Interview Findings:
 - Significant lack of community knowledge about available resources and support, lack of communication across disciplines. Research IT groups and committees exist but roles are not well organized or communicated.
 - Recommendations:
 - Make Research IT central and local, part of on-boarding processes.
 - Create a new central Research IT office, main responsibility to coordinate resources across CSU and externally.
 - Establish cloud expansion and develop true HPC expertise in-house.
 - Final report due in Dec-Jan. In 2021, the team will identify longer term recommendations and implementation steps for sustainable Research IT support.
- Microsoft Teams Update - Dave Carpenter & Joe Volesky
 - Teams for Voice pilot active for about a year, progressing very well, currently 500 users. At the beginning, ACNS App/Dev and Telecom team dedicated efforts to identifying and resolving technology issues. In recent months, there have been very few, if any, technical issues.
 - There is a large demand for Teams for Voice, but no additional users will be added to the pilot at this time. Devoting resources to making sure critical use

- cases work (conference rooms, 911, call centers/front desk, physical devices, common area phones, etc.).
- Sub-committee dedicated to analyzing funding/budget. Cautious to provide any ballpark estimates at this time. Reviewing Telecom, Microsoft, and network expenses.
 - Pilot is scheduled to end on Dec. 31. Team will finalize recommendation to VPIT in December about how to move forward.
 - Peer benchmarking Teams for Voice at other institutions: CSU is largest university to be at this level of adoption. Several universities looking at it but not at this scale. If we keep up at this pace, we would be the first of our size to fully implement it.
- Evolution of Central IT - Brandon Bernier
 - Timeline:
 - January – how do we bring together two central IT departments (ACNS/Telecom & IS)? ACNS/Telecom were also uncoupling from the Libraries at this time. Developed a feedback process and came up with divisional initiatives for the year. COVID slowed our initiative progress, but we adjusted and continued.
 - Summer – looked at organizational structure and processes, and the leadership team developed a vision statement, “Create a highly functioning, collaborative, and cohesive new Division of IT that is strategic, innovative, and future focused, leveraging the power of our divisional teams as opposed to historical structures.”
 - Fall – external data gathering → internal data gathering → design and iteration → recommendation
 - Peer benchmarking: virtual site visits with Kansas State, Oregon State, and University of Nebraska-System. Conducted national research on “Digital Transformation”, and how IT can add value to the university, transform processes, etc.
 - Campus feedback: we want to hear from you – what are we doing well (what can we build on) and what are our challenges/gaps?
 - Proof of Concepts: org structure and scenario planning.
 - Final draft: Finalize organizational structure, purpose statement, and values. Implement in spring 2021 and participate in late spring/summer 2021 CSU IT Strategic Planning.
 - Questions:
 - **What’s happening with IT Governance?** Plan to start work in spring 2021, looking to IAC and other IT governance groups. Will ensure campus stakeholders are represented in meaningful ways and contribute to collective decision making. IAC has historically been comprised of updates to campus; want to shift to a model where we can create things together, weigh in on decisions, etc.
 - **The concept of “One IT” was mentioned in the Peer Benchmarking work, what does that mean and how does it affect distributed IT?**

Concept is used very differently in different organizations; we will decide what it means to us. Aims to move us forward in the same direction. What's our strategy? How does Central IT have a role? How does distributed IT have a role? It is not a centralization or change in structure. Focuses on collaboration and partnership, leveraging strengths from both areas.

- **What's happening with Cybersecurity?** Currently two major initiatives in Central IT. One led by James Cizek, a cybersecurity initiative from a software management perspective. The other led by Angie Asmus, a cybersecurity services team, a service overlay model with representation from each functional area in the division, aiming for better management of hardware across the network. Work from these groups is going on in parallel - sharing findings, potential new platforms/technologies, lots of exciting things to come.
- **Updates on CSU System work?** Two major projects in progress. The first is Student System Integration - great progress so far, live in Fall 2021. The other involves Identity and Access Management - complex with impacts on networking, security, reporting, etc. NetID system to launch mid-Dec 2020 then extend to CSU Fort Collins in summer 2021. Could use the "One IT" concept in this work as well. How do we complement each other rather than compete? How do we establish good working relationships? How do we create structures that demonstrate that value?
- Breakout Group Sessions – Facilitated by Dave Carpenter, Jamie McCue, and Kacie Reed
 - What does CSU Central IT do best?
 - What does distributed IT throughout CSU do best?
 - What obstacles does CSU Central IT need to overcome?
 - What would you like to see (services, support, etc.) from CSU Central IT in the future?

Adjourned: 11:30 AM