Date: 11/11/2015

Institutional Effectiveness & Assessment Council (IEAC)
Information Technology Subcommittee

Attendees: Randy Gaines, Lisa Leyshon, Andrew Taylor, Julia Digiallonardo, Randy Stamm, Dorothy Sammons Lohse, Herbert Knight, Tracy Collum

Non-Attendees: Blake Beck, Wyatt Callister, Walter Mills, Christopher Cessna

Brief Summary: The background and explanation of the initiative can be found on the Academic Affairs website, http://www.isu.edu/acadaff/IEAC/. The Institutional Effectiveness & Assessment Council is designed to efficiently and inclusively coordinate campus-wide planning, accreditation, academic assessment, and institutional reporting efforts across the University.

There are 4 core themes.
1. Learning and Discovery
2. Access and Opportunity
3. Leadership in Health Sciences
4. Economic and Social Impact

Each subcommittee must document attendance and action items at each meeting. For transparency, this information will be posted to the IEAC web site.

Over the next 4 to 6 months, the purpose of this subcommittee is to formally address the statements listed below:

- Describe how equipment is sufficient in quantity, quality, and managed appropriately to support ISU functions and mission fulfillment, accomplishment of core theme objectives, and achievement of goals/outcomes of ISU programs/services.
- Describe how ISU has appropriate and adequate technology systems and infrastructure to support its management and operational functions, academic programs, and support services in Pocatello, Idaho Falls, Twin Falls, and Meridian.
- Quantitate how the ERP and related enterprise applications have improved user (faculty, students, staff) services
- Describe how planning for technological infrastructure provides opportunities for input from its technology support staff and constituents who rely on technology for institutional operations, programs, and services.
- e-ISU what metrics are being used to assess this
- Provide a planning process to create a yearly review of the technology updates and replacement plan to ensure that the central IT infrastructure remains adequate to support operations, programs, and services.

The core themes and planned path forward will be presented at the January State Board Meeting. The outcome from this meeting may influence the direction of this subcommittee.

The proposed path forward for this subcommittee is as follows:
- A standing monthly meeting will be scheduled for the next 6 months.
- At the 1st meeting, in December, Randy Gaines will present an overview of the ITS organization, budget, and have an ITS manager provide a understanding of the core mission of that organization.
- Areas to be addressed include, Educational Technology Service, IT Security, Networking & Communications, Customer Support and Systems, and Enterprise Applications.
Upon completion of the overview, planned for February, a more focused discussion to determine whether current IT plans and commitments line up with the institution’s strategic plan.

Background and Path Forward: When the Banner System was implemented; a strong governing structure was in place. After completion of that major initiative, the advisory structure has declined. The Banner (ERP) process had clearly defined priorities and objectives; however, with more projects defined, and more to come, the need for a prioritization process is clear. Functional areas are able to identify their projects, however cannot weight priorities between offices.

The functional project areas will need to define current and future projects, and assign priorities. ITS will need to estimate the number of hours required for implementation and evaluate what projects can be done with current staffing. If a project is deemed mandatory, due to federal or state requirements, IT will address the resources required. Metrics will need to be developed to prioritize effectively.

IT is currently in a position of increasing demand for enhancements. For example, next summer, the Banner Travel system will be replaced; ISU will issue a Request for Proposal for banking services; implementing the Constituent Management System and Content Management System. Other on-going initiatives include complete the replacement of the current Banner hardware, change how credit transactions are handled; complete roll-out of the VOIP system. Other projects continue to come to the forefront, such as CollegeNet and the impact of a second area code in Idaho to billing and the current phone system.

ITS needs to have a methodology and process defining project prioritization by next spring. Functional organizations will have to identify and prioritize all projects that will impact IT resources. Perhaps a matrix is needed for the basis of prioritization; much like the IPAS defines requirements for staffing. Impacts, benefits, and

Randy Gaines will share available baseline data, including a copy of the IT section from the 2007 accreditation, to the subcommittee members. Manager presentations will also present prior data. Information Technology needs to be able to meet the campus needs and can only do so with honest feedback from subcommittee members. We must be able to explain how IT and Functional Organizations initiatives support the core themes.

Distribution of information to subcommittee members will be via Moodle or Google doc access.