INFORMATION TECHNOLOGY MANAGEMENT FORUM (ITMF)
THURSDAY, AUGUST 02, 2007
GA. CENTER ROOM T/U
1:30-3:00 p.m.

Present: Sue Achtemeier, Greg Ashley, Matt Blankenship, Melanie Bone, Bill Clayton, Sherry Clouser, Shefali Dhar, James Gilstrap, Sandi Glass, Brad Hunt, Rehan Khan, Paul Keck, Lynn Latimer, David Matthews-Morgan, Tammy McGarity, Christine Miller, Jerry NeSmith, Barry Robinson, Jeremy Sanderlin, Sharon Thelen, and Greg Topp

Absent: Chris Adcock, John Anderson, Michael Brewer, Sharon Burch, Mark Cherry, Maria Cleghorne, Lee Cornell, David Crouch, Michael Dennis, Bert Desimone, Corey Doster, Mark Ellenberg, Debbie Ellerson, Sarah Fraker, Stan Gatewood, Tammy Holman, Stuart Ivy, David Knox, Will Laney, Juan Machado, Anthony McLeod, Teresa Payne, Tim Peacock, Wayne Peacock, Jeff Pentz, Nathan Pettigrew, Cletus Stripling, Rayid Tartir, Jeff Teasley, Dale Wetzelberger, Dr. Barbara White, Chris Wilkins, and Chris Workman.

Proxy: JoEllen Childers, for Carol Watson

Approval of Minutes: The minutes from the previous meeting (07/12/07) were approved.

Welcome of Visitors: Rehan Khan, Associate CIO for ADDM.
   Email:mrkhan@uga.edu

Featured Speakers/Discussion:

Lynn Latimer: FY08 Compact Planning Process

FY08 Compact Planning sessions will start the first week in September. During the two week focus on Compact Planning, EITS will meet with key groups and colleagues around campus.

A session specifically devoted to ITMF has been scheduled for September 13, 1:30 – 3:00 pm. at the Georgia Center. EITS wants to hear your needs and the items you would like for us to have in our planning cycle as we move forward into the next round of Compact Planning.

Q. Is this the second wave?
A. Yes, we are looking for input to integrate into our 09 process for new projects and initiatives. If there are things that we can incorporate into the current fiscal year, we will be listening for those as well.
Q. Is there a scorecard page that tells the things that you have done so people can review ahead of time?
A. Yes. This information can be found on our Strategic Planning website: http://eits.uga.edu/planningCycle

Q. Can we bring a stakeholder from our college to get them emerged a little bit even if they are outside the IT realm so they can see and be thinking about this?
A. Yes. Anyone who wants to participate is welcome.

**Matt Blankenship**: Vendor/Technology Presentation Request

Matt received a request from Chris Adcock to have someone from Network Appliance come in and talk to us about storage solutions. If we can get other participants to come in, then we can arrange the meeting, if it is just Network Appliance, Chris will facilitate a separate meeting outside of ITMF and invite ITMF members to come to that meeting.

**Comments:**

On October 9\textsuperscript{th} The Center for Teaching and Learning and EITS will sponsor the 2007 Learning Technologies Showcase at the Tate Center from 10:00am to 3:00pm. Debating whether to have vendors at this point but will have presentations from faculty who have been awarded learning technology grants and some of them have products that they can talk about. (Sherry Clouser)

RCC is working on the next phase of storage architecture. We are Network Appliance customer but will probably invite others vendors so we can look at other solutions. ITMF can be included in some of those discussions. (Jerry Nesmith)

**Vendor Presentation Recommendations:**

1. Vendor presentation(s) are welcome in this group.
2. Presentation should be pre-scheduled.
3. Presentation should be kept within a regulated time limit.
4. Presentation should be ahead of the meeting.
5. Presentation should be at the end of the meeting.
6. Joint UGANET/ITMF presentation
7. Lunch and Learn option (Presentation in separate room)

**FYI:**

VMWare presentation is scheduled for tomorrow.

VMWare has a discount structure that RCC and EITS need to persuade. This is directly with VMWare as opposed to the Distributor. (Jerry Nesmith)
Mission: EITS Information Technology Planning and Decision Support provide leadership in the promotion and facilitation of a performance-based IT environment.

Role: Facilitate and support a planned and an empowered service delivery environment.
- Focus: Customer Value and Operational effectiveness
- Areas of Focus:
  - Resource and Capacity Planning
  - Performance Measurement and Analysis
  - Portfolio Management

Initiatives:
- Capacity management: Develop environment that can identify capacity management metric for IT planning.
- Process Excellence: Develop key EITS core systems/server processes and statistically evaluate efficiency, effectiveness, and capability
- Performance-Based and Quality Culture Migration: Migrate the OCIO/EITS into a performance-based quality, culture
- Asset Management: The legal licensure and distribution of software, the right people in the right jobs, skills assessments/inventory, hardware and data management
- Research and Strategic Planning Support:

ITPDS Value Add:
- Improved Customer Service
- Enhanced Efficiency
- Increased Cost Savings

Empowering and Organization – Framing a Strategy:
Service Cost, Service Management, Organizational Maturity, Alignment, Assessment, Standards, Process Improvement, and Compliance

All these components integrate into a business model that allows us to improve the way we provide services to the campus.

Add Organizational Value by:
- Continuous Improvement
- Innovation

Guiding Principles in Implementing Change:
1. Focus on Service and Business Performance Improvement
2. Put in Place Just Enough Process (Six Sigma, ITIL, Malcolm Baldrige)
EITS Performance Maturity Model:

*EITS will evaluate how we are doing organizational by taking a standard methodology approach to organizational improvement. The rating process that we want to use is commonly referred to as the Capability Maturity Model – We are calling it EITS Performance Maturity Model.*

OCIO/EITS have defined nine areas where we are going to have a very specific objective and that objective is going to be defined in order to measure our progress from level 1 to level 5 in a pre-determined way.

1. Operational IT Process Performance
2. Alignment and Prioritization with UGA Goals and Objectives
3. IT Project Management
4. Core IT Service Delivery
5. Quality Assurance and Assessment
6. Budget Management and Stewardship
7. Learning Organization
8. Resource Planning and Forecasting with Staff
9. Resource Planning and Forecasting Infrastructure

We will have a set of Performance Metrics that will tell us when we have hit level one, level two, etc. Clarity (Portfolio Management) tool has been purchased to capture all of this information and the tool will pilot in September. We will develop this product over time based on what the customers tell us and based on our internal management issues.

Q. Is the pilot for use in your group or is it campus wide?
A. The portfolio management tool pilot will be for EITS only, but eventually we think that the campus will have visibility to it.

Q: How many people do you have in your group?
A. There are 6 staff members in ITPDS. Annie’s focus is on physical inventory.

Meeting Adjourned.