

Chief Technology Officers Meeting Notes  
November 17, 2004 9:00 am, UNLV Lied Library 3281

Present: Brian Chongtai, NSC; Jeff Cox, GBC; Don Moxley, WNCC; Lyle Pritchett, DRI; Lori Temple, UNLV; Al Valbuena, CCSN, Steve Zideck, TMCC; Steve Zink, UNR; Ed Anderson, Susan Bunyan, Glenda Krietlow, Roberta Roth, Becky Seibert, SCS; Paul Ritchie, WNCC.

1. Regent Seastrand's Technology Task Force

Becky announced the members of the task force and the agenda for the November 18 meeting. She told the group that task force meetings are open to the public and agendas can be found on the UCCSN website. The task force was established by the Board of Regents to oversee the selection and implementation of a system-wide integrated information system. Al expressed a hope that the task force would evolve into a standing committee with a broader mandate that included addressing information technology in the context of the System's primary objective, teaching and learning. Lyle asked what had happened to the recommendations of the previous system-wide technology task force. The group recalled that the mandate had been limited by an assumption that the recommendations should be modest and achievable. The outcome was two items in the 2005-07 budget request—\$5.8 million for Technology Mediated Instruction (intended to enable a system-wide implementation of Vista) and about \$10 million for campus technology infrastructure. These items appear in the "Items for Special Consideration" (previously called Enhancement) section of the UCCSN's budget request. The ongoing request is in priority four. The one-time request is in priority ten. There was some discussion about the critical need to move forward with the Vista plan. Returning to the difference between the earlier task force and the newly created one, Lori said the mandate for this one is more specifically aimed at an integrated information system. The group discussed that this initiative has fuller support from the presidents and regents and may, therefore, have a better chance of success. Several people expressed a wish for technology funding to become a part of a funding formula that would take into account relevant factors, such as student and research growth.

2. Status Report on Human Resources Needs Assessment

Becky passed along information from John Tully, the SCS project manager for the assessment. Most of the workshops have taken place. Some topics covered included benefits administration, employee tracking and salary administration. With the conclusion of each workshop, the IBM consultants compile a requirements document based on the workshop. That document is distributed to attendees and Functional Leads for corrections or additions that were not mentioned in the workshops. One workshop topic remains to be scheduled, Reporting and Technical Issues, a workshop that will include interfaces to 3<sup>rd</sup> party vendors and data extracts for institutional warehouses and applications. After all workshops are concluded, IBM will compile a requirements document for review by participants. Participants will also be asked to prioritize the requirements into three tiers ranging from "must have" to "would be nice." IBM

anticipates that they will be able to make presentations of their findings in Las Vegas and Reno sometime in early January. John reports that attendance has been good, feedback has been positive, and it appears that all institutions are having input into the conclusions. Susan Bunyan told the CTO's that the documents created to date can be found on the SCS website. Roberta said that the process has gone faster than IBM anticipated and there is room in the contract for some additional deliverables. IBM offered to create the demo scripts for HR that could be used when interviewing vendors later in this process. The CTO's discussed the pros and cons of various services IBM could provide. Al asked who would be the audience for the consultant reports and suggested that the deliverables should be aimed at persuading decision makers of the value of an integrated information system—identifying the problems, describing the benefits and offering solutions. Ed suggested that the opportunity costs associated with the identified gap analysis be included. Roberta will also be discussing the various options with the Human Resources Directors group. When asked how much the CTO's had heard about the assessment process on their campuses, Steve Zideck said the communication at TMCC had been good with the participants reporting to the broader campus. Lori said she had not heard much and suggested that the IBM consultants meet with the CTO's. She fears that some integration issues may not be apparent inside the HR community and therefore not be included in the findings. She asked for some questions from the consultants in advance of the meeting so that the CTO's can come prepared. The group agreed that a meeting with the consultants would be valuable. Roberta will arrange it.

### 3. Immediate Future for UCCSN Information Systems

Becky clarified this item as pre-IIS requirements or what can be accomplished in the near future jointly or individually. Al said that CCSN is looking for ways to address Student Recruitment and Prospect Management. CCSN is also pursuing a relationship with TMCC to make use of TMCC's HR applications. He summarized his goals: 1) acquire systems that provide immediate value and will link to the future IIS; 2) Share campus-developed applications among campuses; and 3) acquire assistance from SCS in building interfaces between campus applications and the existing system applications. Jeff said that system-wide data warehouses would be very useful to GBC in providing easier access to data for reporting purposes. Brian agreed that, for the small campuses especially, this would be very useful. A good example is the SCS financial data warehouse which serves every campus except UNR. UNLV staff are currently receiving training in its use. Steve Zideck said that TMCC continues to build on their local student and HR applications to meet campus requirements. Don asked if SCS might be able to use some of the money previously identified for consultants in assessments for off the shelf small applications. Lori mentioned several pre-ISS requirements she sees for UNLV. UNLV needs to complete an inventory of all shadow systems. Other CTO's agreed this would be an important step. Susan offered SCS services to work with each campus to identify systems and compile a system-wide list. There was some discussion of a standard set of questions to help categorize the systems. For example, it would be important to include the size and capacity of an application. Lori also said an immediate goal for UNLV is the ability to email all students without overloading the systems. UNLV and SCS are working on this together. She would like to see SCS take a role in

providing Oracle training in anticipation of the Vista project. UNLV needs to make sure the campus network is ready for the loads that Vista and a web-based IIS will place on it. A mundane, but critical, issue for UNLV is ensuring that campus workstations are capable of handling the tasks placed on them by new systems. Al mentioned a serious need for the email system to integrate smoothly with Vista and other anticipated applications. Easy management of student email is an objective. Lori commented that UNLV encourages instructors to use WebCT for email to students. Lori brought up the issue of ID management. Multiple ID's exist for faculty and students within a campus as well as within the entire system. All agreed this will be a difficult problem which must be solved in anticipation of a more integrated system-wide information system.

#### 4. Campus Status Reports

Steve Zink reported that UNR has reorganized IT with parts of the previously separate Networking group now being incorporated under the Campus Computing and Strategic/Administrative areas. Security now falls under Campus Computing. Jeff quizzed the group on how they authenticate wireless users and how they handle campus guests. Lyle reported that DRI is experimenting with a one-time password system and he will report back on its success. DRI's security requirements are driving this initiative. TMCC's leave accounting system is undergoing an audit in anticipation of TMCC sharing it with System Administration or other campuses.

#### 5. 2005-2007 Budget Status

Becky and Glenda reported that the SCS budget in add network and administrative capacity has been moved from the Maintenance budget to the Special Consideration budget, a move which makes the request more vulnerable. The subject of a formula to cover IT was raised again.

#### 6. CTO Request for a Survey of ERP Vendors from Gartner

Roberta reported that she had asked Gartner for a quote on a vendor survey presentation requested at the last CTO meeting. Lori requested that the presentation be tailored to the specific UCCSN situation, namely eight instances within a single system. Roberta agreed to discuss the request with Gartner and send out information to the CTO's to find out if the presentation would meet their needs.

#### 7. Next CTO Meeting

A video meeting is tentatively scheduled for December 8. This may or may not coincide with the requested meeting with the IBM Assessment consultants.