University of Maine System
Board of Trustees
at the University of Maine System, Rudman Board Room
with the Go To Meeting Format

December 5, 2011

Technology Committee Meeting

Present: **Committee Members:** Karl Turner, Chair (by phone); Kurt Adams (by phone) Samuel Collins (by phone), Michelle Hood (by phone) and Bonnie Newsom (by phone).
Present in the Rudman Board Room: Chancellor: Richard Pattenaude. **Staff**: John Forker Richard Thompson, Kelley Wiltbank and Rebecca Wyke.

Absent: Eleanor Baker and Kevin McCarthy.

Trustee Turner, Chair, called the Committee to order using "Go To Meeting" technology.

Review Status of Existing Projects with a Value of $250,000 or more. Mr. Richard Thompson, Chief Information Office, reviewed the projects that are on schedule and the projects that are behind schedule.

Projects on Schedule. Four projects are on schedule. They are the USDA Rural Utilities Services Grant: Distance Learning Technology, Regional Optical Network Expansion Project, MaineStreet Campus Solutions Data Warehouse Project, and Human Resources 9.1 Upgrade. These projects are being delivered on time and within the budget.

Polycom Upgrade.
The System and campuses rely heavily on video conferencing systems to support administrative and instructional activities. The infrastructure will be improved by funds from the USDA Grant. Movi, a desktop video conferencing product by Cisco, is being implemented to help expand video conference capacity for individual use, while still keeping the conference rooms for larger groups.

The Technology Committee requested a more detailed report on the Data Warehouse project at its March meeting.

Projects Behind Schedule. There are five projects that are behind schedule: Payment Card Industry Standards Compliance Initiative, Sun Sunfire E20k Server Replacement, Advance Project, UMS Portal Project and Facilities Software Project.

Mr. Thompson explained the UMS is at capacity for undertaking projects and has found it important to finish some projects before starting new ones. UMS also plans to focus on improvements to our web presence, its design and content management.

The Committee had a discussion on the feasibility of outsourcing some projects. Gmail, an email service from Google, is an example of an outsourcing option that UMS is already implementing. The UMS is also looking into outsourcing some financial aid functions.

Training of campus staff for Information Technology projects was discussed. Currently UMS provides the campuses with the tools needed and the campuses generally train their own staff.

The Learning Management System and Backboard are available for use as a template and direct training tools. Effective training during new and updates systems is a high priority.

Advance Project. The Advance Project is an enterprise level approach to providing a support system for fund raising and development functions at all campuses. There have been delays due to the complexity of the system and challenges with meeting the unique needs of the campuses. The two areas that are behind schedule are the interface needed to load new graduate data from MaineStreet (PeopleSoft) to the Advance System and the ability to generate reports customized to campus requirements. All campuses have successfully implemented the basic system but the project has been more labor intensive than anticipated. The first phase of the Advance Project was implemented at University of Maine in May 2009.

This system is in production. A project manager has been hired to assist the Information Technology Services staff as well as the end users with a gap analysis and a completion project plan. Some campuses have minimal staff to work on this project and the System Information Technology staff is working with those campuses to provide added assistance.

UMS Portal Project. The purpose of the UMS Portal Project is to provide technology that creates a "digital home" for students, faculty and staff, which brings UMS and campus-based information and applications into one access point, which is referred to as a portal.

UMA has re-scheduled its go-live date due to vendor delays and the need to avoid end of semester activity. The final project completion date is not impacted.

Review New Initiatives. Mr. Thompson provided a brief overview of the Electronic Board Packet Investigation Project. Mr. Thompson, Board Office staff and the Information Technology Services staff are continuing to investigate options to electronically distribute as well as archive the Board of Trustees meeting materials. The group has received demonstrations from several vendors and is in the process of developing the business case.

Trustee Hood shared details of the in-house System used by the Eastern Maine Healthcare System (EMHS). They are currently working on the second version. She offered to have the EMHS team share best practices with UMS.

UMS Chief Information Officer Update. Mr. Thompson stated that Information Technology is a necessary and important component of operating the University System and delivering curriculum to the student population. He provided the Committee with a brief update on several ongoing Information Technology activities.

Several important committees and work groups are working towards improvements in the technology tools for faculty and students, distance learning and learning management systems. There is a strong effort underway to assure efficiency and take advantage of existing and future information technology investments and resources.

Information Technology Services Satisfaction Survey
A Satisfaction Survey was distributed to all users and the results analyzed by Information Technology Services managers.

The results from the survey highlighted the need to expand the hours of service and to shorten response time to requests for assistance, improving training at the user levels, and improving overall communications. The survey recognized the high level of staff skill at UMS.

Information Technology Leadership Council
The Information Technology Leadership Council is developing a priority list of Information Technology issues to be addressed. The Council includes members from the seven campuses and key managers of Information Technology Services staff, chaired by the UMS Chief Information Officer. The Council is working on improvements to the video conferencing system and automated scheduling, identity management/digital identity issues, and upgrading and expanding the wireless infrastructure.

Information Security Plan Updates. Mr. John Forker, Chief Information Security Officer, provided the Committee with an update on the UMS Information Security issues.

An update on the Information Security Plan will be distributed to the Committee and the Committee will discuss the Plan and training requirements at the March meeting.

Data Center Report.
Mr. Thompson provided an update on the Data Center Project. The first phase of the project is underway. The project is on budget and on schedule.

Adjournment.

Lynn Hathaway for
J. Kelley Wiltbank, Clerk