Technology Committee Meeting

Present via Go To Meeting: Committee Members: Karl Turner, Chair; Bonnie Newsom, Sam Collins, Kurt Adams, Melinda Torrens, Graduate Student Rep. - USM. Staff: Rebecca Wyke, Chip Gavin and John Grover.

Present in the Rudman Board Room: Staff: Richard Thompson, Kelley Wiltbank, and Cindy Mitchell.

Trustee Karl Turner called the Technology Committee to order and explained that the meeting was being held via Go To Meeting.

Status of Current Projects, Mr. Richard Thompson, Chief Information Officer, updated the Committee on the status of current Information Technology projects.

Projects on-time:

The Sunfire project is complete and will be taken off the report. This project was originally impacted by staffing restraints but the project was completed on time and within budget.

USDA Rural Utilities Service Grant is a long term project and is progressing on schedule.

Regional Optical Network Expansion Project is the expansion of the UMS data and communications network. This project dovetails with the 3-Ring Binder Projects which is 1100 miles of ultra high speed fiber optics being constructed by a third party under a government grant. UMS will connect to and use this network which will provide additional capacity and add a fault tolerant network design to our system.

MaineStreet Solutions Data Warehouse Project is one of the more complex projects underway. There are several components within this project, impacting various disciplines throughout the UMS. Delivery of all components may be challenged to be completed by the late Spring deadline. A more detailed evaluation will be presented at the next committee meeting. The most significant challenges are managing the scope of the project and engaging campuses and Information Technology staff while being mindful of their workflow which fluctuates throughout the year. This project will continue to be monitored closely.

Human Resources 9.1 Upgrade was completed earlier this summer and will come off the report. Mr. Thompson expressed his appreciation and thanks to everyone involved for a nearly flawless process.

Projects behind schedule or over budget:

The Payment Card Industry (PCI) Standards Compliance will come off the list by the next report. Systems and processes are in place to manage compliance issues. The PCI project has become an initiative for Mr. John Forker, Chief Information Security Officer, and his staff will be managing the compliance requirements.
The Advance Project has been in process for a long time and is over budget. Significant work has improved the status of converting data into the system. Many campuses have already completed this process. UMA has completed converting 40 years of information from students from 1972-2012. Running reports and developing system queries remains a priority and a formal software upgrade will be necessary soon.

The Portal Project is behind schedule. UMF has led this project and is doing a great job. USM is the final campus to implement the Portal and they hope to have their implementation finalized in 30-40 days which will complete the project. The project remains on budget and the end product has been very well received.

The Facilities Software Project is on hold. Mr. Chip Gavin, Director of Facilities Management and General Services, told the Committee that the project planning and scope requirements were moving forward but at a very slow pace. He hopes a change in project status and resetting the timeline will be established within the next 6-9 months.

Other Initiatives:

3-Ring Binder Project – Mr. Thompson told the committee that there may be a press release for this project to highlight the networks used by UMS. UMS is connecting its various campuses as anchor points, providing very high speed data networks and fault tolerant network design for campus, research and student use.

Strategic planning – Mr. Thompson described the critical need to develop a strategic plan to guide information technology investment and use in the future. He indicated that he plans to use the recently completed UMaine Information Technology Strategic Plan as a template. Expansion of that document, with the use of campus plans throughout the System, will allow for development of a seamless Strategic Plan based on a common vision and approach to information technology.

Updates - 3 Major Changes:

Mr. Thompson discussed the restructure of the UMS Information Technology Department and that this restructure was to provide better support to administrators and users. It was completed on September 1, 2012. This effort streamlined System-Wide Services and Information Technology Services (ITS) with an ultimate savings of over $230,000 in ongoing annual costs.

One result of the streamlining at ITS was the development of a Project Management Office. Ms. Cindy Mitchell, Director of Administrative Systems Development and Support, will be in charge of planning and policy to coordinate Information Technology at the campuses and System Office. The Project Management Office staff will report to her, allowing project management to be planned into each project, and independent analysis on projects and initiatives going forward.

The Administrative Review of Information Technology is a very complex analysis of the Information Technology Services throughout the UMS. Four teams are actively collecting data and analyzing various components of Information Technology Services. These teams will be providing information to a lead group who will formulate recommendations.

Data Center Project Report. Mr. Thompson presented a video of the Data Center move. Mr. John Grover, Director of Systems and Operations, was instrumental in this move. The Data
Center project was on time and below budget. The video shows how the process took just 8 hours to reassemble the UMS Data Center and return to service. The move itself took a few months to plan and prepare. There were no gaps in service other than the planned overnight outage.

**Project Management.** Ms. Mitchell presented her first briefing on Project Management. She informed the Committee that in creating the Project Management Office there was no additional staff added to the total organization. The goal of the Project Management Office is to deliver the right projects in a timely manner within budget. New project ideas and requests from different sources are filtered through this office, allowing good prioritization and assignment to the right person(s) or teams.

Adjournment.

Lynn Hathaway for
J. Kelley Wiltbank, Clerk