Trustee Karl Turner called the Technology Committee to order and explained that the meeting was being held via GoToMeeting format.

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

**Projects on-time:**

**USDA Rural Utilities Services Grant** has been underway for some time and is on schedule with a year remaining to scheduled completion. A new bridge that connects conferences from several locations allows for a more robust video conference capability and allows multiple parties to be seen on the screen at once. The infrastructure components are in and a RFP for end point equipment is being developed by the University of Maine Information Technology Director.

**MaineStreet Solutions Data Warehouse Project** is due to be completed soon. Successes over the last six months have been a result of the development of the new Information Technology Project Management Office, which has taken over the project. A new data mart has been developed along with analytic tools and analytic information for users. Significant work remains as the Project expands. Users have seen what is available and they have requested more information and options. There has been a formal change in scope to expand capacity to develop reports and supply more analytics. The expansion is being absorbed in the budget, but may extend the deadline a month or two.

**Projects behind schedule or over budget:**

**Regional Optical Network Expansion Project** has slipped behind in schedule, but is expected to be completed in April. Diligence around equipment and testing has been a cause for the delay. The budget is not impacted, just the timeline. The increase in the cost of equipment was approximately $100,000, but that has been covered out of reserve for capital equipment. Much of the network has been turned on and is available to the campuses.
Payment Card Industry (PCI) Standards Compliance Initiative is finally complete thanks, in part, to excellent work by Mr. John Forker, Chief Information Security Officer. All equipment is installed, analysis is complete and the project moves into operational status. This initiative is now at a point where people can sign off on evaluations to be current with requirements of the PCI. There are now over 70 merchants available to take credit card payments. This Project was larger than anticipated.

UMS Portal Project is complete and available on all seven campuses. The System Office was not part of the original schedule and was added to the scope of work in the fall, making the same tool available to administrative employees in the System Office. Work will most likely continue through the summer. The budget for this piece will be absorbed within the operational component of the System, but it will stretch out the time frame. University of Maine Law School has requested their own portal and a determination will be made to proceed based on the resources available. The school may pay the difference. This Project was managed by the UMF staff and supported by the System Office.

Facilities Software Project was on hold until funding was identified. Mr. Chip Gavin, System Director of Facilities Management and General Services, reported on the status of the Project and expressed thanks to the staff from the Information Technology Services for their help. This Project will provide a core information technology tool for the facilities department across the System to support the full breadth of their work. Timing has remained an issue on this project, which began in 2008. An attempt to complete the Project was made two years ago, but financial challenges made it imprudent to do so. The tools used by Facilities staff to manage space are not consistent at all campuses. Current systems are silo, duplicative, difficult to maintain and are not sustainable. The need for an Integrated Facilities Management System is evident. A proposal to move forward at this time is to be presented to the oversight Committees and the Board of Trustees. The new Integrated Facilities Management System will provide cost savings and, more importantly, better technology to care for System-wide assets. This Project’s status is now considered current.

Chief Information Officer Report on Early Implementation Activities of Information Technology Administrative Review Recommendations

Mr. Thompson reported on the steps to be taken in the next 60 days relative to the Information Technology Review including the direct role of Information Technology leadership staff, the development of budgets for 2014, management oversight and two-way communication with the Presidents. A draft organization chart for the new structure will be produced by April 1. Employees will be kept well informed and will be well supported during this process. System Office and campus Human Resources staff will help with communication. The Presidents have been asked to submit nominations for an Information Technology Service Management Committee by Friday, March 15. This group will meet for the first time on or around April 1 and will meet throughout the academic year. Ms. Cindy Mitchell, Associate Chief Information Officer, and Mr. Fred Brittain, Executive Director for Information Technology Services at the University of Maine at Farmington, have visited each campus to begin analysis of several key components that coincide with the Information Technology Review recommendations. This included systems applications, Information Technology priorities and projects underway or anticipated. Strengths and challenges were also identified. As requested by the Presidents, an assessment survey is being developed, using a third party, to evaluate service delivery at the campus and System levels. This will then be benchmarked against other higher education
institutions. Funding models will be evaluated in the next two to three weeks. A more detailed work plan will be available April 1.

Trustee Bonnie Newsom asked if the incubator team was going to be ongoing or if it was intended just for a specific pilot or project. Mr. Thompson explained that this would be an ad hoc team based on a specific project. An attempt would be made to assign a coordinator or leader to manage the project or incubation. This should be someone who is the most interested in the project.

Trustee Newsom also asked for clarification on the process to be used for the roughly 30 staff reductions shown in the recommendations. Mr. Thompson explained that it will take approximately two years to implement all nine recommendations. Research has shown that Information Technology Services turned over 61 positions during the last two years. With careful management, the likelihood is limited that staff will actually have to leave. Some money will be spent for training and the Human Resources Department will be helping to identify options and help staff move to other positions when possible. New systems are often proposed and staff could be relocated based on new initiatives. This information has been communicated to leaders, staff and, through the Human Resources Department to the unions. Mr. Thompson shared some benchmarking information and, as a whole, the UMS Information Technology Department is the same or lower cost than most organizations of our size and complexity. The UMS is frugal and have not invested in some Information Technology strategies. When it comes to multi-system organizations, the UMS is ahead of the many higher educational institutions, that would like to have the advantages of our unified system for Finance, Human Resources, etc.

**Information Security Update**
Mr. Forker provided the group with an analysis of where the UMS information security is today compared to two years ago. He reviewed staff additions, the development of policies and standards, education provided to staff, vulnerability scanning frequency, and monitoring and response enhancements. Analysts are on 24/7 on-call status and an incident response plan has been developed. It has been time consuming to get to this point and it is time to look ahead. Information Security staff have been working with the Information Technology Project Management Office assisting with the security piece of new projects. Trustee Turner shared that the contrast presented in the past versus the current state is very revealing and congratulated Mr. Forker on the great progress.