Technology Planning & Policy Committee
September 12, 2013
Minutes

**Present:** Jane Camarillo, Chris Carter, Maria Grazia de Angelis, Beth Dobkin, Peter Greco, Pat Kreitz, Zhan Li, Pete Michel, Michael Nathanson, Julia Odom, Keith Ogawa, Sheila Pallotta, Jeff Sigman, Chris Sindt, Gregg Thomson, Michael Viola and Larry Nuti

**Absent with Notice:** Laurie Edwards, ASSMC Representative

I. **Announcements**
None made.

II. **Approvals**
A motion was made to approve the minutes of the May 9, 2013 meeting. It was seconded and unanimously approved.

III. **Update**
Peter shared with the group the things that happened over the summer in IT. He reported that there was a fire in the CCF. It occurred on a Sunday when staff was here which was extremely fortunate. IT Staff found an access panel in the Canyon that looked more like a filled hole than an access panel. We discovered cable management issues in some of the network closets. There were also some bright spots. Improvements were made to Garaventa over the summer break. The infrastructure and the classrooms are top notch. We are excited about that building. There are plans to upgrade other buildings as well. IT Services pulled about 130 netgear boxes over summer which were creating extra hops. Our goal is to establish renewal and consistency with our setups. The biggest issue is finding the time to get into the buildings that doesn't interfere with academics.

IV. **What's Ahead**
Peter referred the group to the Project Portfolio Timeline for review. The bold items are active or currently approved projects. The gray items are completed projects. The italicized items indicate a status of under review or for which there is a proposal in the works. The document gives us a good idea of what things look like. When we get to 2015, it looks pretty thin. Peter shared a bullet point list and opened a discussion about the items.

- Classroom building infrastructure
- Classroom design
- Various unit service enhancements
- Network "nerve Center"
- Network transport
- IT Security
- IT Service Management
- Private Cloud

There was discussion regarding the definition of smart classroom. Current standards include “Media” and “Media Lite” classrooms. Carmel and Peter will present and work with ETG on definitions and proper designations this term.
IT received funds for Galileo and Dante infrastructure upgrading. We'll probably do Galileo first, then Dante right after graduation. We did media work in Brousseau over summer. A suggestion was made to include Bill Sullivan. The ETG is a really good place to vet out where those gaps are. Furnishings also influence how a classroom is used.

Private Cloud is a step between where we are today in CCF and being completely independent of that room, providing a virtual environment for application services. We are moving apps to the cloud for contract management instead of software management. As an example, we are pulling what will become of smcnet off our servers and putting it onto servers managed by Rackspace. Mystmarys (the College Portal) is another example.

Pete noted that this brings into question our bandwidth and connectivity. Peter replied that we now have bridged failover. It is working and Peter feels good about it. There are now two 300 gbps pipes through two different providers.

Gregg asked if there were security concerns by going to Cloud. Yes, there can be security concerns. Our public website is in the Cloud.

Peter drew attention to another document, SMC IT Strategic Progress- September 12, 2013. It is a check point to the Strategic Plan. Peter took each title and highlighted those that don't have a lot of bullets. This sets Peter up to look at these issues. We have no problem with request for tech based systems. We just need to get good at other things at well. That is Peter's job. We should see it reversed over time. We do have an infrastructure in dire need of work.

Jeff noticed in Google, resources that we should have access to, such as youtube which are not available to us. Peter told him that this app is a consumer app. The consumer apps are not covered in our contract. There are privacy issues. Dennis has done a lot of research and wants to present to the ETG. He has also met with Larry. Users would go to a form and turn them on individually. This would absolve the institutions. There are other institutions that have turned the switch on for their users. An issue might arise if one student in a class wanted to protect their privacy, than you couldn't use it in that class.

Peter would like for the SMC Google accounts to be available with the proper controls in place. We need to examine this. At the December meeting we will return to this topic.

V. IT Governance
This is the planning part, the first P in TPPC. Peter quickly showed the original IT Governance Workflow document which he had created soon after he arrived at Saint Mary’s College. Peter created a replacement document, the Information Technology Maintenance, Support, Service and Development Process Workflow which he handed out to the Committee.

ITS is about maintenance, repair and routine work. Use of resources to this objective is about 90% right now for ITS. The standard based on Educause is 80%, but Peter would like to drive it to 70 to 75%.

Development Workflow is generally where we will see proposals. A project or request often has a broad impact, requires a significant investment of funds and may take 20 hours of effort or more. There is also a need to identify a funding source. The proposals would be directed to the TPPC subcommittees for review and approval.

Peter plans to post this as a web page so people can see how it works.
The second P is policy. We need to try to touch on this more in the coming year. Google Apps is on the list, before the password expiration. We have not been expiring passwords, partially due to our system. The auditors have pressed us to address this. Dennis is doing research on this as well. We have a policy of 180 days, which is common in Higher Ed, but our network and applications have impeded us from implementing it across the community.

IT Security Policy
- Mandatory password changes, Google Apps
IT Purchasing Policy
- Accessibility/section 508
IT Service Level Agreements
- IT service management terms. You want what? By when?

We need to make some decisions about Google Apps. There is some real value there.

Accessibility - we really should not allow purchase of something that does not satisfy accessibility requirements.

IT service management helps to assure what users can expect. Peter needs to find a way to present to the TPPC the Service levels that need to be published. Issues should be brought to discussion and subcommittees are good place to begin.

VI. Housekeeping
Peter welcome back Michael Nathanson and extended a warm welcome to Gregg Thomson. We are waiting for an ASSMC representative replacement. There are two vacancies with Michael Beseda’s and Scott Kier’s departures. Jane is here for Scott, but it will go to the replacement for his position. IT Services now has a Deputy CTO, Lance Hourany. Peter would like to get him involved with the TPPC. He asked the Committee if they would add him to the TPPC membership. Pat said Lance responds to all user needs so it might be helpful for him to be here. There was neither further discussion nor any concerns raised by the Committee.

Peter recognized the need for a rotation for folks who have been serving on the TPPC for a long time. Peter and Beth will discuss this issue and come up with a recommendation. Peter reminded the Committee members of future meeting dates and times.

Beth thanked the Committee and adjourned the meeting at 1:57.

Respectfully Submitted,

Kim Sullivan
Assistant to Peter Greco, CTO

Handouts:
Minutes - May 9, 2013
Development services Support Need Process Workflow
SMC IT Project Portfolio Timeline Prediction