Technology Steering Committee  
February 24, 2010

Members Present:  Bob Boncella, Robin Bowen, John Christensen, Judy Druse (for Alan Bearman), Wanda Hill, Richard Liedtke, David Monical, Rusty Taylor, and Elliott Haugen,

This was the first meeting of the Committee for Elliott Haugen, interim CIO/Director of ISS. He is the chair of the Committee, but there was not a formal agenda. (These minutes were prepared by Elliott Haugen, with some content extracted from notes taken by Dorothy Hedman).

Mr. Haugen introduced himself and provided background info on himself and his company, Kaludis Consulting which assists higher education clients in assessment, strategic planning, and process improvement. A year ago Washburn issued an RPF for an IT Assessment study; his firm was selected but approval for the project was not granted due to ISS issues. In January 2010, he responded to a request for interim CIO/ ISS management services. This work would be integrated with the IT assessment project.

His schedule for his Washburn CIO ISS leadership presence included the last two weeks in February during which he focused on learning about ISS, exploring University IT issues, and meeting with University administrators, IT-related committees, and some faculty. He will be on-campus on a bi-weekly basis. He will rely on ISS assistant directors to handle most day-to-day issues. Bob Stoller will serve as second-in-command, but Mr. Haugen will be available by email and telephone.

Mr. Haugen began the meeting by asking for input and insight into the role of existing technology-related committees and he shared comments about successful shared governance models used at other colleges and universities. He met earlier in the day with the Faculty IT Advisory Council. They discussed their role, responsibilities, and reporting structure (minutes for that meeting are attached). He stated that an academic technology advisory group was usually chaired by a faculty member.

Mr. Haugen asked the Steering Committee about its formation and what role it has played within the University. The following points were made:

- The committee grew out of the original need to coordinate the move from AS400 to Banner as the University-wide information system.
- Faculty members from the Faculty IT Advisory Council were added several years ago. After Banner went live (1999), chairing responsibility moved from VPAT/VPAA to the ISS Director.
- Set priorities for broad IT initiatives
- Provide University-wide perspective
- Set policies about IT-related issues
- Identify issues to be addressed

Banner Project Background:

- Kickoff was done in Fall 1999
Two key decisions were made before vendor was chosen:
- Software would not be modified
- One comprehensive system rather than “best of breed”

ISS Background:
- In 2002, IT-related areas were combined. This came out of the Program Review process. These IT groups include: Academic Computing, Administrative Data Processing, phone system, and email support.

Current University IT-related Concerns:
- Reporting
- Academic Computing
- HiPACE
- ISS took on a tremendous amount of maintenance when we switched from thin client to PCs on every desk.
- Security issues have caused frustration. Balance is needed between requirements and risks.
- Adequate bandwidth needed to stream video and keep up with Internet demand
- There is no strategic plan for IT – a guiding framework is needed because reacting to changing IT demands can blur a long-range focus
- Production/operational requirements, e.g., payroll, secure student records, enrollment

Outstanding issues for Washburn:
- Banner upgrade in early June
  - Employees need to be able to see the benefits of the upgrade.
- Balance between security and access
  - Needs to be evaluated, communicated, and explained to the University community.
  - Employees need to be made aware of the risks to the University.
  - Copyright issues vs. fair use
    - A roadmap for a renewed ISS direction is needed to be reestablished before a new IT director is hired. It is important that candidates feel they can be successful here.
- IT funding:
  - Washburn has no technology fee. Funding use is maximized by:
    - Standard configurations
    - Buying in bulk
    - Various levels of equipment requirements
    - Multiple platforms we run
  - Resource issue – at least 3 email platforms are being run

Prepared by: Elliott J. Haugen, Director, Information Services and Systems

Approved by Technology Steering Committee: 3/24/2010