

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES
TECHNOLOGY COMMITTEE
MEETING MINUTES
March 16, 2011**

Technology Committee Members Present: *David Paskach, Chair; Christopher Frederick, Vice Chair; Trustees Cheryl Dickson, Jacob Englund, James Van Houten and Michael Vekich*

Technology Committee Members Absent: Trustee Philip Krinkie

Other Board Members Present: *Scott Thiss, Board Chair, Chancellor James McCormick, Trustees Alfredo Oliveira, Duane Benson and Thomas Renier*

Leadership Council Committee Members Present: *Vice Chancellor Darrel Huish and President Judith Ramaley*

The Minnesota State Colleges and Universities Technology Committee held its meeting on March 16, 2011, at Wells Fargo Place, 4th Floor, Board Room, 30 East 7th Street in St. Paul. Chair Paskach called the meeting to order at 9:02 a.m.

1. Minutes of January 18, 20, 2011 Technology Committee

The minutes of January 18, 2011 were approved as written.

2. Information Technology Update

Vice Chancellor Huish reported that the service delivery team conducts meetings with campus Integrated Statewide Records System (ISRS) representatives. The purpose of these visits is to listen to the users experiences with the current system, hear their suggestions and answer any questions they may have. Recently the team visited campuses in Moorhead and was gratified to see how motivated the campus academic and service delivery staff is to find constructive solutions.

Vice Chancellor Huish provided an update on the reorganization of Information Technology Services (ITS). Constituent listening sessions have been held to gather information on the different scenarios for reorganization. The process of gathering information is almost complete. A revised organization structure and recruitment plan should be finished in a few weeks.

Collaborative groups have been working on the Service Delivery Strategy. These groups include the Leadership Council Technology Committee and a Chief Information Officer (CIO) workgroup. The Service Delivery document will be used to determine how Information Technology services can be placed within the organization.

Trustee Van Houten inquired how the Campus Service Cooperative fits within Information Technology planning? Vice Chancellor Huish responded that without a high degree of integrated systems that cross our various institutions, the system would not be able to offer the same range of cooperative services. The system has a design construct that changing technology is secondary. This lets the focus be on changing business processes, which is a large part of any service innovation. Following this, changes can take place to the integrated services that support the business processes. The foundation has been laid and the system is reaping some of the benefits of integrated systems. Information Technology will continue to enhance technology to support the Campus Service Cooperative.

Trustee Van Houten inquired if there are projects that would benefit the campuses as the campuses cannot possibly have all the resources needed. Vice Chancellor Huish agreed and said it is a matter of sequencing. In the development of the Service Delivery Strategy, we are identifying to what degree emerging technology has converged and can or should be delivered centrally or by a consortia. President Ramaley indicated that there is another example that is critical from a campus point of view. People are working cooperatively to solve problems or looking to another campus to share information on how it solved issues. The experience of the Campus Service Cooperative will provide valuable insight in deciding where a service should be placed in the delivery model.

Trustee Van Houten responded that the Campus Service Cooperative is one of the most exciting things to happen, particularly with the budget constraints ahead. To see how technology and users are working together is impressive. Chair Paskach agreed noting that it just demonstrates how critical the development of a clear strategy for information technology service delivery will be.

3. Students First Report

Vice Chancellor Huish stated that there would be more detail in the Students First status report. About midway through the report, the trustees will see that there has been a timeline delay in the Graduation Planner project. This delay has prompted questions about quality and timing of project communication. In an attempt to summarize communication, there was room for interpretation and accuracy was sometimes lost or diminished. This report will include more detail than past presentations which is an indicator of the level of confidence there is in meeting goal and notes of interest.

Vice Chancellor Huish introduced Jonathan Eichten, Director of Students First. Jonathan Eichten stated that the Student First team includes: Associate Vice Chancellor of Technology Joanne Chabot; project owners Associate Vice Chancellor for Student Affairs Mike Lopez, Associate Vice Chancellor; Learning Technology and Programmatic Innovations Manuel Lopez and Steve Hawrysh the project manager for Students First. They were in attendance and available to answer any questions.

Jonathan Eichten presented the Students First report, which provided detailed information on each of the projects. Looking at the Students First matrix (page 2), blue indicates that project technical development is complete including testing and the functionality has been released. This does not include the period of time when students and institutions begin using the functionality. During this implementation period it is likely that performance issues will be identified.

Each project report includes a confidence level. Projects with a low or medium confidence level were a result of a delay in vendor product availability or internal resource allocation constraints related to the Statewide Integrated Financial Tools (SWIFT) project. Technical resources were reallocated in order to comply with the state of Minnesota replacement of the current Minnesota Accounting and Procurement System.

Jonathan Eichten reported that there is a delay in the Graduation Planner project. The current College Source product will not integrate with the Degree Audit Reporting System (DARS) or provide the required functionality. College Source will provide an upgraded version, which will meet the system's requirements.

This issue was identified due to the partnership with pilot institutions: Minnesota State University, Mankato; Minneapolis Community and Technical College; and North Hennepin Community College. They deserve praise for their cooperation and collaboration on this project.

Vice Chancellor Huish reported that the Chief Executive Officer of College Source is aware of the importance of the upgraded product. College Source views Minnesota State Colleges and Universities as a key strategic partner. The vendor knows that being able to meet the system's complex technology needs and fulfill the ambitious vision of students being able to cross institutions to plan a path would be an important accomplishment. College Source has provided assurance that the updated product will be available by the June 30 deadline.

Manual Lopez, the Graduation Planner project owner, provided support for the delay. This delay is partially a technology/vendor issue and partially a sign of the complexity of the system. The system offers everything from certificates and diplomas to doctorates, creating some interesting nuances. The project team has been working closely with pilot institutions. During a recent visit with Minnesota State University, Mankato, the project team realized that in addition to the technology piece, a look at the academic and program practices would need to be completed. The roadmaps or degree requirement plans need to be tested. Issues that will require attention include how to deal with different paths to a degree, training for advisors, issues with the frequency of course offerings and how to handle prerequisites. The project owners will continue to address these issues and work with the institutions.

Chair Paskach stated that this reassessment and acknowledgment of the need to take more time to address these issues is commendable. It is important to have deadlines and to meet goals but one should not be a prisoner to them. With the complexity of this project, it is more important to develop a great product. It will likely prove to be more valuable than anticipated. This project warrants more time and attention to do it right.

Chancellor McCormick expressed disappointment in the delay and inquired if this project would be complete by fall. The presidents should be commended for their support in the decision to delay Graduation planner. Vice Chancellor Huish responded that until the software is delivered one could not give assurance that this will be done by fall. President Ramaley responded that the presidents are in support of this delay.

Chancellor McCormick expressed appreciation for the communication on this delay. It is clear that this project is challenging and the system will stretch hard to meet a goal to be the first in the country to provide a tool that integrates Graduation Planner.

Trustee Englund stated that Students First and shared services are initiatives or flagship models of why we are system. It is so exciting. Great work is being done and when this is ready, it can be released. A marketing plan needs to be developed to coincide with this release. Trustee Van Houten agreed that Students First will offer public relation opportunities. The campuses will see benefits from this system funded initiative and they will have more money and resources to devote to students.

Trustee Dickson inquired if Students First was a trademark term; is this the system's idea? Vice Chancellor Huish stated that this is not a trademarked term but it is a groundbreaking project and a unique contribution to higher education. It is an outgrowth of how the system is organized; as such, it is not so much a technological victory but an organizational victory. Vice Chancellor Huish applauded the decision to avoid a hundred million dollar enterprise resource planning project but instead to make foundational changes. The system is building on investments it already made. Many other institutions our size and complexity made a decision years ago to replace their administrative systems and then start on integrating services. Instead, the system made a decision to build upon its existing technology systems. This decision is not without risk or tradeoffs. The money and time that the system has saved will allow it to make these changes in student services sooner.

Trustee Dickson expressed pride in being associated with the people within this system. It is quite wonderful. Students First is one more reason to be proud of the Minnesota State Colleges and Universities system.

4. Information Security Program Review

Vice Chancellor Huish introduced Bev Schuft, Director of Information Security, who provided an Information Security Program Review.

Bev Schuft presented information on the security issues addressed by the Enterprise Information Security Program. The security unit has addressed these issues by developing seventeen security-training courses for campus technical staff and established security and privacy policy for information resources. A working group was created to develop standards. This group has created nine guidelines which are being implemented across the system. A few of the projects that the Enterprise Information Security unit is working on include: vulnerability management; patch management; web application security and risk assessment.

Trustee Dickson suggested that this information be shared with the student and faculty groups, as it may create an awareness of security issues.

Trustee Van Houten inquired where Information Technology stands in terms of the overall budget? Vice Chancellor Huish responded that Students First is on Budget and, with the noted exceptions on time. In terms of security, we deliver a vital service for a small investment to our campuses. There is concern about how to continue to stretch our resources across all the areas that need attention.

Chair Paskach adjourned the Technology Committee meeting at 10:33 a.m.

Respectfully submitted,
Christine Benner, Recorder