Attendees: Kathren Brown, Laura Busby, Ray Walker, Robert Ward, Kevin Young, Eugene Seeley, Phil Taylor, Cameron Jarmen, Steve Bule, Scott Horn, Erin Haskell, Chris Russey, Ursula Sorensen, Abraham Teng, Dan Clark, Bruce Wilson, Mark Stevens, Bart Jacobs, Talitha Hudgins

**New Student Rep**—Laura welcomed the new student representative, Erin Haskell, who is the School of the Arts senator for Student Government.

**Computer Shop PC Standards**—IT has been working through EIP to make changes to the computer ordering process. Starting last year, building our computers on campus was deemed to be no longer cost effective. The Computer Shop was no longer saving the university money. The state has a contract with three vendors. An RFP process was done with these vendors, as well as Gartner research, and discussion with other universities. The decision was made to go with Lenovo. HP, Lenovo, and Dell are the top providers in that order. Lenovo had the lowest cost. They have talked to universities that use Lenovo and they seem to be very satisfied. The Computer Shop still has some stock available that needs to be moved out. There will be a repair position to cover computers that have already been purchased under the old plan. Discussions are ongoing about training for Lenovo service. Right now there is a 24-hour turnaround for repairs. The decision to go with Lenovo was approved by EIP. There will be three different options kept in stock. One is a very light weight, like a MAC Air; a standard size, low cost solution; and a bigger, higher-end desktop replacement. Other options will be available, but will be exceptions to the standards. There will be two desktop options. One is a very small form factor. The decision on exceptions outside of the Lenovo brand will have to go through a process that will include VP approval. The Apple computer purchase process will be consolidated in the Computer Shop. One thing that we need to stress to all faculty and staff is that they need to consult their technicians first, before they buy. Dave is working to get the new order system up ASAP. Ray will send information out to tech tips when the ordering system is up and ready to use. Laura will send out a summary sheet of the information.

**PBA/Academic IT**—We see an increased use of technology with the more adventurous and younger faculty. Established faculty don’t often necessarily see the value in a lot of technology. We know there is a lack of funding for Academic IT. One of the arguments that can be made in not granting PBA funding is that since we don’t have that many people using the equipment, we don’t have to update as frequently; a 7-8 year replacement schedule will do. There are several issues that need to be taken into consideration as we refine the PBA requests:

- Instructor under-utilization of resources
- Lack of funding for MEC updates
- Too much work for too few techs
- Less money from the Legislature with the same number of interests competing as in the past
- Techs struggling to balance workload from Deans and the HelpDesk
- Face a culture of expected “Tier One” support
- Not enough techs on campus based on industry standards (1 tech per 125 computers; for us around 250 computers); (too late for this year’s PBA cycle, but will be tooling up for next year)
- Looking at the media age by room chart, we should try to limit the number of rooms that staff has to redo each year, use a consistent number for each year

Meetings will be held with Ray, Corey Duckworth, Kat, and Laura to determine a baseline for techs with
regard to number of computers, the complexity factor, and number of labs supported. Also, we need to start a change in the culture to steer people to call the HelpDesk first. It is part of the move from the way we did things as a small school to the way we do things as a large university.

**Instructure/UEN Steering Committee Report**—Dan gave an update on UEN and Instructure. UEN/UVU was the first big customer that Instructure had. Canvas is a hosted service that runs on the cloud. With their growth Instructure has removed the “host your own” option from their business strategy. We are now an “odd duck” for the vendor. They have to do special work arounds for us. The CIOs and UEN discussed what it would mean to move from a UEN hosted solution to the cloud. Canvas is an open source software. Migration would be simple. The downside is that the role UEN plays is more critical for the smaller schools, tier 1 vs. tier 2 support. There is a Google Doc that summarizes the discussion that Laura will share with the committee. One crucial factor to the migration would be taking the database and attaching it to the cloud seamlessly. There are also issues with ownership of updates and losing database access to the cloud. Please give any feedback to Dan or Ray. As a side note, for the Exchange migration, when using ISOS5, you have to put the domain name in front of the user name. Blackboard will be uncoupled from Banner as of January 1. Courses will be available to see for a year and a half after that.

**NEXT MEETING**
Friday, December 2, 2011
10 a.m. to Noon
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