UCF | Faculty Senate

Information Technology Committee

DRAFT Minutes of meeting of Tuesday, March 29, 2022, 2:00 p.m.
Location: Zoom

Roll Call (Screen Verification via Zoom)
Present: Glenn Martin, Lee Dotson, Anya Andrews, Adam Wells, Athena Hoeppner, Shengli Zou, Thad Anderson, Matt Nobles, Francisca Yonekura, Sumanta Pattanaik, Pieter Kik, Joseph Harrington, Matt Hall, Hank Glaspie, Chad Macuszonok

- Call to order at 2:07 pm

- Approval of the Minutes for March 15, 2022
  - No amendments to minutes

- Options for Infrequent Telephony [Joe Harrington]
  - Faculty Senate fax line hasn't been used for 2 years and landline sees infrequent use. Are there options for reducing cost based on infrequent needs?
  - Goal is for phones/faxes to be built into the common good and part of the base service from UCFIT.
    - E-fax does have a charge
    - Reduction in physical phone count due to move to soft phones
- Review
  - Linux support
    - Issues with Linux email client and MFA
    - No ability to store mail locally unless using the client (needed for instances of offsite, offline, leave university)
    - Need to preserve metadata (tags, rules)
    - Browser based solution with local storage would be ideal
    - Chad has a Linux hire but won't be here until August. In the meantime, take issues to Chad for assistance.

  - Mass E-mail policy
    - Holding for governance structures. Working on structures now.
    - Procedures need to follow policy.
    - Discussion regarding mechanics vs functions and current mailing solutions
  - Process/policy for evaluating software in the common-good and charging
    - Information shared by Matt Hall – see email sent from Glenn Martin on 3/29/2022

        - Request for committee members to review and send feedback

- April 12, 2022 Meeting
    - Final Meeting
        - David Zambri asked to give a Q1 State of Security Report to this committee
        - Wrap up business for the year

- Other/New Business
    - Reminder that committee appointments are for the whole year. No meetings are scheduled during the summer but can call if action is needed. May be difficult to meet quorum.

- Meeting adjourned 3:00 pm

Common Good

Thursday, March 10, 2022

What does it mean to be in the common good of the institution?

What IT investments are in the common good: Campus-wide, critical, high-impact IT that affects the broad community and is a necessary basic input into mission attainment. These services are either paid and/or operated by the Office of the Chief Information Officer. The expenses are associated with specific service categories with input from Rates and Operational transparency advisory group(s). Activity-based costing (light) with associated service level objectives for each service category must be established and tracked over time. Each service is governed by

1. Demand regulation structures
2. Expense regulation structures
3. Procurement standards
4. Security guidelines
5. Provisioning processes

To fully arrive at a shared understanding and appropriate budget responsibility, we need to undertake several activities.

1. Clearly articulate and define the concept of the common good with a mind toward both what is in and what is out. We need to establish clear criteria.
2. Consult with appropriate stakeholders on campus about what should be and shouldn't be in the common good.
3. Create activity-based costing and service quality models with each service.
4. Examine what funding and staff should come to the center on a service to service basis. This includes moving existing expense burn from localities to the central unit(s) providing the central service.
5. Eliminate recharge in telecommunications and network
6. Consolidate contracts and procurement and drive to site or enterprise licensing when appropriate.

47 service categories could be eligible to be in the common good. It won't be clean. Some services will be mixed modalities. For example, funding for licensing could come from the center, but staff could manage locally. Canvas likely falls into this space.

We will focus on these as initial priorities:

End-User Engineering and Procurement
End-User Support
Web Services
Classroom Support
Voice and Data Network (primarily due to wireless)
Desktop and Mobile Device Support

One of the biggest rate limiters for effective IT expense allocations is management and operational overhead. There are certain basic controls and infrastructure which are common to all IT operations across the university. Every unit should pay into this capability. The goal is to identify and control expenses on overhead and bring that out of the individual service costing model. One of the blockers for enterprise IT management is the appearance of inflated rates or strangely blended costs that don't discretely account for management and general operational overhead such as security or identity management.

Further, we must use the formation of the common good model to eliminate all unnecessary recharge accounting and sweep funding to the center-based upon examination of prior years' behavioral spending. Then we can put things like telephony into the common good and avoid recharge that absolutely has no benefit to the institution as it relates to demand regulation or economic benefit. Largely this recharge just drives organizational complexity and the cost of accounting.

This is an essential common good category unto itself outside of the itemized service list.

These categories include several broad areas and capture a multitude of services under each category.

1. Core Technologies
2. Enterprise Technologies
3. IT Management overhead
4. Mission enablement technologies

IT Service Catalog Item by Category	Common Good?		
	N	Y	Grand Total
Core	**1**	**18**	**19**
Academic Technology and Support		1	1
Business Continuity and Disaster Recovery		1	1

Conferencing and Telephones		1	1
Data Center Services		1	1
Desktop and Mobile Device Support		1	1
Email and Collaboration Services		1	1
End-User Engineering and Procurement		1	1
End-User Support		1	1
Hardware Lifecycle Services		1	1
Identity and Access Management		1	1
IT Service Delivery and Support		1	1
Media and A/V		1	1
Monitoring and Alert Management		1	1
Network		1	1
Network and Connectivity Management		1	1
Printing and Related Services	1		1
Server and Storage Management		1	1
Telephony		1	1
Web Services		1	1
Enterprise		**16**	**16**
Business Capability and Process Automation		1	1
Data, Reporting, and Analytics		1	1
Database Management		1	1
Enterprise: Finance		1	1
Enterprise: HR		1	1
Enterprise: Student Systems		1	1
Faculty Information Systems		1	1
Financial and Procurement Systems		1	1
Human Resource Systems		1	1
Instructional Technology and Design		1	1

Integration Services		1	1
IT Financial Models		1	1
Learning Management		1	1
Lecture Capture		1	1
Polling and Surveys		1	1
Student Information Systems		1	1
IT Management (including general management salaries)	**2**	**11**	**13**
Continuous Improvement and Innovation	1		1
Digital Accessibility	1		1
Identity and Access Management		1	1
IT Communications and Documentation		1	1
IT Organizational Models		1	1
IT Strategy, Governance, and Enterprise Architecture		1	1
Portfolio and Project Management		1	1
Secure Computing		1	1
Security Consulting and Education		1	1
Security Incident Response and Investigation		1	1
Security Policy and Compliance		1	1
Software and Applications Distribution		1	1
Training and Outreach		1	1
Mission	**13**	**2**	**15**
Alumni and Advancement	1		1
Assessment Systems and Learning Analytics	1		1
Athletics	1		1
Auxiliary Systems	1		1
Differentiated Desktop and Mobile Device Support	1		1

E-Portfolio Management	1		1
Facilities Management		1	1
Lab Management Systems	1		1
Library Systems	1		1
Mass Communications and Emergency Notifications		1	1
Medical and Health Systems	1		1
Research Administration Systems	1		1
Research Data Services	1		1
Research Software	1		1
Research-Specific Computing and Applications	1		1
Grand Total	**16**	**47**	**63**