INFORMATION TECHNOLOGY COMMITTEE (ITC) MEETING
Friday, May 1, 2009, 8:30 a.m.
Memorial Union, Meinecke Board Room
Meeting Notes

Present: Amber Altstadt, Steve Bergeson, Joan Chaip, Edward Deckard, Jeff Gerst,
Abram Jackson, Phillip McClean, Bonnie Neas, Jean Ostrom-Blonigen, Robert
Pier, Michelle Reid, Bernhardt Saini-Eidukat (for Kevin McCaul), Marc Wallman,
Arun Yadav, CeCe Rohwedder

Unable to Attend: Eugene Berry, Christopher Hart, Kevin McCaul

The meeting was called to order at 8:30am.

The draft agenda was approved, and introductions were made. Bonnie welcomed everyone and
explained that ITC is a high-level strategic group that advises on IT initiatives, therefore, there is
no need to meet monthly.

**ITC Bylaws:**
Copies of the version 7 draft of the By-laws were distributed and reviewed; it was noted that
“Dean of Library” in Section I of Article III should read, “Dean of Libraries.”

**Budget: NDUS IT Service Level Agreement (SLA)**
Copies of the 01/16/08 NDSU Division of IT Planning Architecture model were distributed and
reviewed. Since about 1980, NDSU has been providing academic IT services to other NDUS
institutions, with UND similarly providing administrative services. Our service model over the
years has changed, with these services not clearly defined, so an SLA was developed between
the NDSU Division of IT and the Office of the CIO, System IT Services, NDUS; copies of this
SLA were distributed. This SLA affects the NDSU IT budget, and serves as a good benchmark
of how we operate as we move forward. UND has also developed an SLA for administrative
services.

Marc distributed copies of the SLA cost summary and explained it in detail, noting that
the numbers being presented are for the next biennium. Most services included in the SLA are
jointly provided by his and Jeff’s staff. NDUS has accepted this budget information, and it is thus
the base for the new funding model. It is a response to President Chapman’s question of what
IT costs at NDSU. We cannot charge for services supported by state funds, which complicates
our budget. NDSU uses the cost of IT in the overhead rate. We are expecting a reduction in
funding from NDUS for next year, with $200,000 of it being the subsidy we have been receiving
up to now but will not any more; however, this budget does not affect funding we receive from
NDSU. We need to develop a spreadsheet similar to the SLA cost summary for NDSU services
we provide.

**Update: Jeff Gerst**
Jeff’s department, Information Technology Services (ITS), has three units, Desktop Support,
Instructional Services, and Help Desk. There are challenges with the downtown campus in
terms of providing services consistently among its various buildings. Jeff asked the group to
consider whether we still need computer clusters now that most students have laptops. Across
campus, we manage 41 clusters, 74 instrumental classrooms and 34 multimedia carts, for a total of 677 computers, with the computers being on a three-year replacement cycle. Jeff reviewed cluster log-in statistics for the past two years and stated that if we virtualize the desktop, students could run software we provide in whatever device they have; this would lower our management cost but would increase our need for servers. We are continually enhancing the connection of technology with good pedagogy, such as Bbbuzz, to meet instructional objectives.

[Ed Deckard left the meeting, at 9:40 a.m.]

In conclusion, Jeff stated that his staff is investigating a streaming media server, as it speeds up delivery of media. Phil McClean offered to demonstrate his department’s streaming media service.

**Update: Joan Chapek**

Joan distributed and reviewed an update of completed and current projects of Telecommunications & Emergency Support Technologies and stated that they are moving from a traditional telephony model to an IP telephony platform base, and they are working on costing their services.

**Budget: NDSU IT Services**

A thorough analysis of NDSU and NDUS budgets for the past 10 years has been done. A large purchase of equipment seven years ago is now going off warranty, but our operating budget has substantially decreased, presenting us with the prospect of a $1 million per-year shortage of operating funds at the beginning of the upcoming biennium (this does not affect the Student Technology Fee). Therefore, we need the assistance of the IT Council in establishing priorities: what do we support, and what do we give up? The computer cluster we have been supporting needs to change; perhaps clusters can be phased out, to be replaced by a secure wireless environment. We are developing a list of services that we provide NDSU, and we will present it to the IT Council for evaluation and prioritization.

Bonnie added that, though our budget shortages are in the infrastructure, we need to be good stewards of the funding provided to us and make efforts to meet the campus needs as much as possible.

The IT Council’s ITAGs, as well as other groups, such as the Technology Fee Advisory Committee and Telephone Administrators, will be invited to rank our list of services in order of priority; we will then compile all responses and see how our services are viewed. We must also discuss learning spaces and how technology is incorporated, and have a long-term view as well.

[Abram Jackson and Jean Ostrom-Blonigen left the meeting, at 9:56 a.m.]

We need to develop flexible spaces that will allow for new technologies, as such are currently anticipated; Educause can assist us with these discussions. Bonnie encouraged everyone to provide their input and suggestions.

The meeting adjourned at 10:00 a.m.