IT Governance Committee Meeting – minutes
December 16, 2011, 1:00 – 2:00 p.m.
4-202

Attendees:
Martin Schmidt
Marilyn Smith
M. Frans Kaashoek
Armand Doucette
Dan Hastings
Israel Ruiz
David Segaloff

Guests:
Justin Anderson, Manager, Mobile Platform, IS&T
Steve Buckley, Assoc. Director, Systems Engineering, IS&T
Barbara Goguen, Associate Director, Customer Support, IS&T
Chris Gresham, Manager, Help Desk, IS&T

AGENDA

1. Approve November 15th Meeting Minutes – [David]
3. Update on Mobile Computing Roadmap - 15 minutes [Steve Buckley & Justin Anderson]
4. Next meeting is scheduled for Wednesday, January 25th from 3:30 – 5 p.m. in 4-202.
(See note at end of minutes for change in meeting date and time.)

Decisions:
• Approved the minutes from the November 15th meeting.

Next Steps/Action Items:
• Barbara Goguen to update the Customer Support roadmap to incorporate suggested changes

Discussion:
• Reviewed the Customer Support Roadmap-Barbara.
  o The roadmap outlines what we need to do to improve the way we support students, faculty and staff.
Our location on East Campus is more central and more accessible. We are receiving good feedback from our customers. However, it does result in the Customer Support area feeling isolated from the rest of IS&T.

Where is most of your activity and has the balance of services shifted over time?
- Mobile and web are growth areas.
- The Call center is where most of the activity takes place.
- Internal escalation to next tier of support is generally for email and network issues.
- The Walk-in center is staffed during normal business hours. We are developing self-service options so people can resolve problems on their own.
- Customer Support tries to be aware of all IS&T activity so they can be prepared to answer questions that arise.
- The challenge is to get the right information and knowledge into the customer support organization so that we can answer questions and address problems brought to our attention.
- Communication across IS&T has been improving. We need to continue to emphasize communication across the organization to ensure Customer Support can provide maximum support to MIT community members.

Are some of our international partnerships causing us issues?
- No, most of our international support is to assist members of the MIT community that are traveling.

The challenges you mention seem universal, are there others who have solved some of these issues that we can reach out to so we are not recreating the wheel? How well are you set up to connect with external resources?
- We are connected with IT Partners and we have an answers/knowledge base called Hermes that we update on an ongoing basis.
- We met with a financial services company to see how their Customer Support organization operates.
- Barbara is joining an IVY+ group to understand what other universities are doing.
- In addition, we had Dell do a study and make recommendations to us. We are in the process of implementing some of the recommendations.
- Perhaps we should ask Dell or Gartner who are the best in class in Customer Support and then reach out to them.

Barbara reviewed some of the projects that Customer Support will be working on over the next 12 to 18 months.

Barbara was asked about metrics as a means of identifying where improvement is needed and to measure progress. She said that there is a limited amount of metrics today and that they needed to engage the community to determine what they want for metrics. We need to track trends and develop SLAs; future we’d need trends and SLAs;
• Do you have a dashboard?
  - We have had dashboards before but do not have one today.
  - We do analysis of recurring problems and strive to identify root causes.
• How well is the community being served? Can we envision metrics that are inclusive of all IS&T and then compare them with other areas?
• What’s the #1 pain point in the Customer Support area?
  - We currently treat all incidents as separate events with no real way to trend them. We need to engage the community more. We conduct quarterly customer focus groups of people that use our services. We also survey all customers every time they contact us for help.
• Marilyn asked the Governance committee if they would approve the roadmap or if there were changes they would like made.
  - Recommendation that the projects needed to be more concrete with start and end dates.
  - Add some metrics to the roadmaps
  - Describe what will look different in 12 to 18 months
  - Make changes and bring it back or send it later.
• Update on Mobile Computing Roadmap-Steve and Justin
  - Reviewed projects completed since the Mobile Computing roadmap was reviewed and approved in March 2011. Since then, we have reduced our dependence on Modo Labs (which we still use for help with design and development) by increasing the number of (MIT) developers from 1 to 3.5 and by bringing in designers to assist with the projects. The list of planned projects through June 2012 was also reviewed.
  - All the Mobile App source code that has been developed has been released as open source to the community under the MIT license.
  - The team has seen a 300% increase in the use of android applications on campus (to 3400 people) and 30,000 people are using the MIT iPhone app.
  - Mobile Device Capability Detection has been launched as an MIT service.
  - There has been increased use of open API's (Application Programming Interfaces), especially by students.
  - The team is doing more partnering around the Institute and has worked with the Libraries, Facilities, and MIT150 committee.
  - Development is underway or recently completed for applications such as Stellar, Online registration, and Libraries account management.
  - It was suggested that it would be helpful to mandate that various groups and departments open their applications and data and establish APIs so that the data could be centrally available.
    - In principle this sounds like a good idea but we would need to be careful to protect sensitive data.
    - Determining who would be authorized to get at what information would be difficult.
    - Need a strategy for data and application sharing going forward.
    - Perhaps a policy on data sharing would be appropriate.
• Other
  o Mike Howard will be attending the January IT Governance committee meeting with Israel. Mike will replace Israel as the VPF representative in the future.
  o The next IT Governance meeting was originally scheduled for January 25th, but has been changed to January 17th from 10:00 to 11:30 a.m. in 4-202.
  o Marilyn told the committee that IS&T Senior Leaders have been reviewing the IS&T portfolio of systems and services, categorizing what’s High, Medium and Low, and identifying possible systems and services that might be retired, cut back or discontinued to free up resources for strategic investments. This will be a future topic for the IT Governance Committee.