IT Governance Committee Meeting minutes
May 9, 2012, 3:30 pm – 5:00 pm
4-202

Attendees:
Martin Schmidt
Marilyn Smith
M. Frans Kaashoek
Claude Canizares
Armand Doucette
Dan Hastings
Michael Howard
David Segaloff

Guests:
Chris Gresham, Manager, Help Desk, IS&T
Barbara Goguen, Associate Director, Customer Support, IS&T
Mark Silis, Associate Director, Operations & Infrastructure, IS&T
Anne Silvester, Manager, Distribute IT Resources, IS&T
Allen Wallace, Manager, Finance, IS&T

AGENDA

1. Approve April 11th Meeting Minutes – [Marilyn]
2. Review IS&T FY2013 Budget and Approve Preliminary Software Development Funding Allocation [Allen Wallace & Marilyn] (30 min.)
3. Discussion and Advice on combined Customer Support & Computing Experience Roadmap [Chris Gresham, Barbara Goguen, Mark Silis, & Anne Silvester] (45 min.)
4. Update on Research Computing Advisory Committee [Claude] (10 min.)
5. Update on contract with Google for Google Collaboration Tools [Marilyn] (5 min.)
6. Next Meeting?

Decisions:
• Minutes of April 11th meeting approved.
• The IT Governance Committee approved the requested Software Development Funding allocation for 2013 ($3.0M Administrative Systems; $4.3M Education Systems; $1.2M Community/IS&T and $1.0M IS&T Holdback).

Next Steps/Action Items:
• IS&T to provide additional details regarding projects and plans to the IT Governance Committee in the fall.

Discussion:
• Minutes of April 11th meeting approved
• Review IS&T FY2013 Budget and Approve Preliminary Software Development Funding Allocation
  o Allen reviewed IS&T budget trends for FY09 through FY13 and the FY13 budget by funding source.
  o IS&T received an additional $224K in new recurring GIB funding in FY13.
  o 88% of Salaries, Wages and Employee Benefits (SWEB) are in the GIB budget and 12% are in the Software Development Budget (SWD).
  o Q3 FY12 SWD Forecast:
    ▪ Administrative Systems is $200K under budget.
    ▪ Education Systems is $400K under budget.
    ▪ Community/IS&T is flat to budget.
    ▪ Unspent funds will go into the carry forward budget line for next year.
  o A preliminary list of projects will be reviewed by ASPCC and SSSC.
  o IS&T requested the IT Governance Committee approve the same initial allocation of SWD funding per area as in FY12 so work could proceed over the summer ($3.0M Administrative Systems; $4.3M Education Systems; $1.2M Community/IS&T and $1.0M IS&T Holdback). IS&T will provide more details on projects and plans in the fall. The IT Governance Committee approved the requested SWD funding allocation.
• Marilyn provided a letter from Israel that announced the formation of the IS&T Advisory Council. “This is the first among a series of advisory groups that will be launched for the EVP areas in the tradition of the MIT Visiting Committee Structure. The Councils will be comprised of key leaders who bring diverse experiences in university and industry settings to these conversations. Their expertise and insight will guide us as we work to enable the EVP organization to support the evolving MIT mission and meet the needs of our faculty, students and staff today and into the future.”
  o The IS&T Advisory Council membership is being finalized, with the following people agreeing to participate (Note: the membership has changed since the May 9th IT Governance Committee meeting and the list below reflects the new membership):
    ▪ Frans Kaashoek – Charles Piper Professor of EECS, MIT
    ▪ Anne Margulies – Chief Information Officer, Harvard (Chair)
    ▪ Martin Schmidt – Professor of EECS and Associate Provost, MIT
    ▪ Stephen Vinter – Head, Google Laboratories in Cambridge
    ▪ Rob Ramrath - Chief Information Officer, Bose
  o Israel is convening these Councils to “generate and debate bold ideas for designing the effective delivery of services and solutions for MIT”.
• Discussion and Advice on combined Customer Support & Computing Experience Roadmap
  o Barbara Goguen shared the themes that have surfaced during discussions that have taken place over the last couple of months between Barbara, Mark and their teams regarding the Customer Support Roadmap.
    ▪ IS&T needs to focus on support that fits the customer.
    ▪ The “one-size fits all” solution to customer support does not work.
    ▪ IS&T needs to identify who the key customers are.
• We need to figure out what the right balance should be between local vs. central support.
• We try to be all things to all people and it is not working.
• IS&T doesn’t service the faculty as well as we should and we need to figure out how to better support the faculty.
  o Frans suggested that there are probably a lot of faculty that don’t need any support and a relatively small group of faculty that require a lot of attention. There are a number of DLCs that provide local support for IS&T services. Maybe IS&T should not provide local support within the DLCs; perhaps we should provide support to the DLCs to enable them to provide their own local support.
  o Other suggestions that Barbara and Mark’s teams identified are:
    ▪ IS&T could provide centralized purchasing of software and services and a Drupal service to help people develop their own websites.
    ▪ Look at basic infrastructure service; provide more automation; implement a more managed desktop.
  o Marty suggested that IS&T analyze where the concerns are emerging, what the various areas/cultures need, and how most effectively to deliver service based on the local culture.
  o Perhaps we should survey customer satisfaction to identify the problems. IS&T hasn’t done a customer satisfaction survey since 2008.
  o The Customer Support organization doesn’t always hear about the problems directly.
  o IS&T needs to identify the types of problems and trends in the community.
  o IS&T provides computer renewal services for some areas. This service replaces computer equipment every 3 years. However we do not provide this service across the board, primarily due to limited budget. This leads to frustration as the DLCs want IS&T to provide computer renewal service to everyone every 3 years.
  o We believe some of the issues we encounter result from old equipment that breaks down or cannot handle current software products.
  o We were asked how IS&T could provide support for higher end video conferencing and if it would be a service we should be providing?
• Update on Research Computing Advisory Committee
  o Claude reported that Bob Redwine (Professor, Department of Physics and Director of Bates Linear Accelerator) and Greg Rutledge (Professor, Department of Chemical Engineering) have agreed to co-chair the Research Computing Advisory Committee.
  o Claude will be talking with Bob, Greg and Chris Hill about MGHPCC issues, including charge back and recruiting researchers to sign-on to use the facility.
• Update on contract with Google for Google Collaboration Tools
  o Dan Hastings and Hal Abelson asked IS&T to negotiate a contract with Google for the use of Google Collaboration Tools.
  o IS&T is close to completion of a 4 year agreement with Google on the use of their Collaboration Tools. It will be similar to Berkeley’s agreement, and there will be no restrictions on where we store the data.
  o The agreement includes: Google Docs, Calendar, and if we so choose Email. It would also include a sandbox that would connect to Stellar.
• Next Meeting
  o Marilyn would like to schedule a summer meeting to discuss Electronic identity and affiliate accounts. Mark DiVincenzo, Deputy General Counsel, has been working on this topic and would like to have a discussion with the IT Governance committee.
  o The committee agreed to a summer meeting to discuss this topic.