

## **SENATE COMMITTEE ON INFORMATION TECHNOLOGIES (SCIT)**

### **MINUTES OF MEETING**

February 3, 2015

[These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate; none of the comments, conclusions or actions reported in these minutes represent the views of, nor are they binding on, the Senate, the Administration or the Board of Regents.]

[In these minutes: Computer and device support discussion; Internal access to University information policy discussion; Storage services discussion]

**PRESENT:** Jim MacDonald (chair), John Butler, Sean Conner, Zahra Eslami, Kate McCready, Karen Monsen, Yuk Sham, Tom Shield, Carlos Soria, Tisha Turk, Eric Watkins, Diane Willow

**GUESTS:** Michael Langhus, Donna Edelen, Rick Wagner

**OTHERS ATTENDING:** John Butler, Bernard Gulachek, Bob Rubinyi

**REGRETS:** Madeline Doak, Michelle Driessen, Benton Schnabel, Zachary Shartiag

### **1. COMPUTER AND DEVICE SUPPORT DISCUSSION**

Mr. MacDonald began the meeting and introduced Donna Edelen, service director, Computer and Device Support (CDS), IT, who provided the committee with an overview of services offered by CDS. She highlighted the following using a PowerPoint and members asked questions throughout:

- CDS provides services for the entire lifecycle of computers and devices. They will maintain and configure University owned computers and support all devices to the best of their abilities, whether they are University owned or personal devices.
- How many full time staff members and how many users do they support? The ratio of full time staff to those they support is 1/128.
- Will this be merged with AHC support? Mr. Gulachek explained that the AHC has not currently expressed that they would like to be integrated into this plan. There is ongoing analysis, so this could change in the future. There are standard operating procedures, but users can still receive service on machines that are not outlined in these procedures.
- Central IT has implemented nearly all of the Standard Operating Procedures recommended by the Enhanced User Support Formal Community of Practice. From these recommendations the following process was developed for end users needing support:
  - Tier 1 Support - End user calls in or begins a chat session. Incident models are used.

- Tier 2 Support Teams - If Tier 1 cannot solve the issue, the user is transferred to a team member.
- The Tier 2 teams communicate directly with the technical experts, engineers, and business analysts if needed and communicate again with the end user.
- Supporting over 60 University units currently, amounting to 5,000 faculty and staff.
- Help Desk Alignment
  - CLA was integrated over the past year. A project team was created to work with units to align the help desks. There are some aspects that need to remain with the colleges. They are currently working with the Libraries on alignment. The process is as follows:
    - Initiation
    - Overview of service requirements
    - Analysis and estimate
    - College or unit discussion and decision
    - Alignment project
    - Post-implementation and support
- Computer services are funded as a common good. IT is not dictating what machines are purchased, and they will try to support all machines as best they can.

In closing, members expressed that they have experienced positive experiences with IT support, both on the phone and in-person.

## **2. INTERNAL ACCESS TO UNIVERSITY INFORMATION POLICY**

Rick Wagner, HIPAA security officer, University Information Security, presented the policy to members. He directed members' attention to the section "Reason for the Policy":

The University adheres to state and federal privacy and records laws. In so doing, the University:

- Increases the value of University information resources through widespread and appropriate use.
- Prevents the inappropriate and unauthorized disclosure of information and thereby avoids adverse legal consequences.

Mr. MacDonald said that there has been discussion regarding when an employee leaves and the difficulty involved in the discontinuation of access. Mr. Wagner agreed that this is an issue, and added that physical access to campus locations is not covered by this policy.

Members asked: Has IT put into place any recommendation to HR for dealing with terminations or transfers? Is there an ideal procedure?

- Ms. Edelen explained that there is an affinity group developing recommendations with HR. Each department has a different process, so they are determining best practices.

### 3. STORAGE SERVICES

Michael Langhus, storage and data protection service director, IT, began by explaining that there are IT liaisons to help users understand the storage services that are offered. He then highlighted the following points:

- Storage.umn.edu is the site for Storage and Data Protection Services
  - Consultation
  - Expensive Amounts of Storage - He encouraged members to contact them no matter the size of the storage needed and they will work with you.
  - Easy Access and Shareability
  - Long-term Storage
  - No charge to you
- When storage is requested, the user and the owner is captured, as well as several other aspects to determine if the storage is for research and the level of security that is needed. Mr. Langhus said that Google Drive provides advantages for departments; especially those that need to collaborate on documents.
- Mr. Gulachek explained that if the Google contract was terminated, there are procedures in place to extricate the data. Any Google user can liberate their data from Google at any time.
- Request Storage
  - The data owner is responsible for long-term retention.

Hearing no further business, Mr. MacDonald adjourned the meeting.

Jeannine Rich  
University Senate Office