

IT Strategic Planning Committee: Business Services and Enterprise Systems
February 10, 2005

Present: Rosa Rivera, Pat Brancato, Jim Drumheller, David Gwalthney, Carolyn Knight-Cole, Judy Lige, Ann Martin, Michael Mundrane, Sanjana Rimal, Brian Rose, Tom Ryan, Tim Stein, Aida Torres, Dorothy Williams

Absent: Donald Woodward

Update on Focus Group Questionnaire:

Business Managers and Administrators: Prior to today's meeting Rosa met with Ann Martin, Sanjana Ramal and Tim Stein to discuss data collection activities of business managers and administrators to date. Ann Martin will combine the responses she has received with responses Rosa and Sanjana have received. Tim is still waiting on responses from several individuals. After all of the responses are collected into one document, the document will be reviewed and analyzed to identify common issues/responses.

Students: The draft student questionnaire was reviewed. To simplify the data collection process, it was suggested that wherever possible the questions should be multiple choice. The following changes to the draft were agreed upon:

- Participant Profile should only include School and campus.
- Removed questions 1, 2 and 3 and 5.
- Add 'not applicable' as a response to all questions.

Brian Rose suggested that we possibly use Institutional Research to assist in completing a student survey. They will be able to capture a larger audience and it will not be focused solely on student leaders. Institutional Research can also assist in formatting and wording of the questions. It is important that the students understand this isn't solely about IT – it is about services. Brian will follow-up with Institutional Research to see how they can assist. Dorothy will follow up with other strategic committee team leaders so that one questionnaire can be compiled and efforts are not duplicated across the teams.

Oracle Site Survey:

Michael recommended that the group survey the Univ. of Pennsylvania, University of Virginia, West Virginia University and Yale. The committee also agreed that the University of Pittsburgh should be contacted.

It was agreed that the survey should contain 'broad' questions. The committee was asked to review the draft questionnaire and send any suggestions/changes to the listserv.

Data Collection:

Jim Drumheller researched the issue of 'how many e-mail servers exist in the University'. Jim distributed a list that estimates the number of e-mail servers to be 101.

Michael distributed a summary sheet of information pertaining to voice services at the University. In summary, there are approximately 22,000 phone numbers, 32,000 phone sets and ten major PBX systems installed at the University. Michael also distributed a document containing summary statistics of wired building at the University.

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The possibility of contacting Gartner Group to speak learn more about what other schools or organizations are doing in terms of strategic planning for business/enterprise services was also discussed.

The committee agreed that the data collection efforts should be broad so that the recommendations are strategic and of high level strategic. The recommendations may not be specific in 'how' to implement these changes. For example, the report may suggest integrated systems, timely access to data, etc. but not a specific solution.

Other:

A document outlining existing costs for Oracle software products was distributed and reviewed.

The next meeting is scheduled for Thursday, February 24 at 1:30 p.m. at Davidson Hall, Room 101. Please contact Colleen Gordon (Gordon@acs.rutgers.edu) at least one week prior to the meeting if you plan on video conferencing or if you are unable to attend.