

University of Maine System  
Board of Trustees  
at the University of Maine, Neville Hall, Room 124  
August 24, 2009

## **Technology Committee Meeting**

Present:       **Committee Members:** Kevin McCarthy, Chair (Polycom); Eleanor Baker (Polycom), Susan Gendron (Polycom), Tamera Grieshaber (Polycom), and Barry McCrum. **Staff:** Rebecca Wyke, Kelley Wiltbank, Ralph Caruso, Cindy Mitchell, Jeff Letourneau, John Forker, John Grover, John Gregory from UM, Janet Waldron from UM, Dick Campbell from USM (Polycom), William Wells from USM (Polycom), and Malcolm Carey from UMF.

Absent:       Norman Fournier and Lyndel Wishcamper.

Trustee McCarthy called the meeting to order and provided an overview of the New Challenges/New Directions Arena 1 recommendations relating to Information Technology.

### **Information Technology Presentation**

Mr. Ralph Caruso, Chief Information Officer, provided an overview of the current and future state of the Information Technology area:

#### **Software Application Services**

- The UMS Information Technology Vision is to provide an Information Technology infrastructure that provides access to information, resources and services that are available any time, any place, and on any device.
- There has been significant progress in moving services and information to the web ie: MaineStreet implementations, Document Imaging, Convenience Fees at three campuses, and improvements to self service.
- The long term improvements from Arena 1 recommendations included in the FY2010 plan are to implement a full portal, additions to the Financial System, Human Resources improvements, and Facilities software.
  - These improvements will require an investment of \$5-7 million over a three year period
- An additional long term improvement would be the implementation of the Advance System for the Development Offices. The Advance System is currently in place at UM and it is hoped to expand to the System and to the other 6 campuses.
  - Ms. Janet Waldron, Vice President for Administration at UM, commented that additional positions will be required to roll-out the Advance System to the other campuses. The positions would be System level technology support staff.
  - Ms. Rebecca Wyke, Vice Chancellor for Finance and Administration and Treasurer, commented that the implementation of the Enterprise Resource Planning (ERP) Competency Center included two positions. The ERP Competency Center is included in the Arena 1 recommendations.

- The Future State of the UMS Information Technology is identified as a high level of user satisfaction with information and integrated services via the web (campus and System). A portal will enable a digital home for all users (students, faculty and staff).

### Reporting

- A recommendation from Arena 1 is to increase the staff by .25 FTE for the Reporting Area.
- A long term improvement in the Reporting area is to develop a plan and business case to build a full data warehouse with business intelligence tools and analytics. This would require an investment of \$1-2 million and was not included in the Arena 1 recommendations.
  - Trustee Gendron inquired about the link between the K-12 data warehouse. Ms. Cindy Mitchell, Director of Administration Support and Development, indicated that the UMS is hoping to work with one of the schools that are on-line so a test data exchange can be developed. Currently, when UMS receives an application with the student State ID, it is entered into PeopleSoft which is the first step in linking the K-16 data. Trustee Gendron stated that there are opportunities for grant funding if there is a K-16 data link.

### Communication and Network Services

- The UMS has converged networks operating at the System Office, UMPI in Gentile Hall, UMFK (including the dorms), UMA Centers and the Cooperative Extension Offices.
- The MaineREN connectivity to Boston will be complete in September which includes the University of New Hampshire System.
- The long term improvements not included in Arena 1 are a \$25 million investment over 5 years to converge voice, data and video to a single infrastructure and expand the MaineREN alternative routes out of Maine (coastal, north and south) by pursuing \$2.5 million in grant funding.
  - Ms. Wyke commented that these improvements are needed but there is a question about funding.
  - Mr. Wells commented that the campus Chief Information Officers support the improvements.

### Server and Storage Systems Services

- The Data Centers in Orono and Portland are out-of-date and house the hardware systems that run applications like finance, human resources, student services, and document imaging.
- The Board of Trustees approved a \$1 million project to upgrade critical components at the Data Centers in Orono and Portland.
- An Arena 1 recommendation is for the System and campuses to be committed to consolidating servers at the campus level and eventually to Orono and Portland as appropriate.

- Some of the long term improvements and alternatives, which are not included in Arena 1 recommendations, include additional funding of \$3 million to bring the Orono and Portland Data Centers to modern level, co-location with the State of Maine, and a containerized model to co-locate with green power generation and biomass at mills.

#### End User Services

- The services that are provided by various units at the System, campus or department levels include laptop/desktops plus core office software. Most campuses don't have one time or recurring funds to replace faculty and staff laptops/desktops on a 4 or 5 year cycle.
- The Student and non-employee e-mail accounts will be moved to Google applications.
- Improvements recommended under Arena 1 include the following:
  - Evaluate two models for desktop/laptop to aggregate volume for a lower purchasing price with a potential savings of \$150,000.
  - Develop a business case to move to Google mail for faculty and staff with the possibility of using Google office applications with a potential savings of \$100,000.
  - Develop a System-wide contract/licensing of common desktop software.

#### Academic Technology and Support Services

- The campuses provide instructional technology support as well as some form of video capture and streaming or podcasting.
- The System provides System-wide support for course management system (Blackboard), and services including ITV, video conferencing, classrooms and computer labs plus specialized academic software.
- Long term improvement recommended under Arena 1 would converge course management systems (UMS Blackboard and UM WebCT) into Blackboard 9 for a savings of \$40,000.
  - Trustee McCarthy asked about requirements that will be needed to expand on-line learning.
  - Ms. Wyke commented that an additional \$1-2 million will be needed to enhance the on-line learning to upgrade the technology which is not included in the recommendations from Arena 1.

#### Capacity and Scalability

- UMA, UMFK, UMM and UMPI have small teams focused on campus support of students, faculty and staff. They have limited critical skills and some services could be provided by others.
- UMF is self-sufficient and has a campus Information Technology mission. It is on the leading edge of the e-campus applications and is currently assisting the UMS on the portal project and self service enhancements.

- UM has a diverse set of technologies across the campus and has a decentralized Information Technology organization. The areas of strength at UM are the help desk, end user procurement and faculty development center.
- USM has a consolidated Information Technology organization and supports three separate locations. The areas of strength at USM include application development support, reporting and help desk. USM is willing to assist in development and support of a data warehouse/business intelligence initiative.
- UMS has critical skills and mass to support the core Information Technology infrastructure through software application services, reporting, communication and network services, server and storage system services, ITV and video conferencing. The UMS has limited end user and academic technology.
- The System and the campuses have limited technical resources to support the information technology security, information security, regulatory compliance and technology for facilities management functions.
  - Trustee McCarthy suggested a discussion with the Audit Committee on risk management related to the Information Technology security.

#### Hybrid and Enterprise Information Technology Models Comparison

- The Enterprise Model is transformational and includes managing all information technology resources across the enterprise, a solid line of reporting to the System Chief Information Officer, a single skills-based organization, ongoing savings of \$1.8 million and reduces current staffing.
- The Hybrid Model is semi transformational and includes beginning joint management of some information technology resources across the enterprise, a dotted line of reporting to the System Chief Information Officer, separate hierarchical organizations, ongoing savings of \$1.1 million and maintains current staffing.
  - The Hybrid Model was the consensus recommendation from Arena 1
- Both Models will have \$788,000 of ongoing savings due to Legacy System retirement, \$300 to \$400 of ongoing savings in collaborative efforts, and cover 100% of the ERP Competency Center investment.

#### General Discussion

Trustee McCarthy commented that there has been some discussion of another alternative Technology Information Model and asked if the campuses endorsed the Hybrid Model.

- Ms. Waldron commented that she was speaking on behalf of the President at UM and UM endorses the recommendations from Arena 1.
- Mr. William Wells, Chief Information Officer at USM, commented that USM also endorses the Arena 1 recommendations.
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Ms. Wyke summarized the key components the Technology Committee wanted to review. Those items included an overview of what the UMS Information Technology looks like at this point in time, what does the UMS want the Information Technology to be in the future and what

types of investments are needed and prioritizing the investment to get to the end result. In addition, what do the information technology operations look like at each of the campuses and where is there scalability to assist the UMS in achieving the future state for information technology. That scalability sits on three campuses and the System Office – UM, USM, and UMF. A key decision is what types of issues need to be placed at which location. A big investment is in the ERP Competency Center located at the System level.

The Committee agreed that the Information Technology recommendations outlined in Arena 1 should move forward. Those recommendations include the following:

- The investment in an Enterprise Resource Planning Competency Center to support the PeopleSoft investment and ensure implementation and maintenance of critical applications across the System.
- Adopting a Hybrid Information Technology Model will begin the joint management of some Information Technology resources across the enterprise, a dotted reporting line between the campus Information Technology Directors and the System Chief Information Officer, separate hierarchical organizations, an ongoing savings of \$1.1 million and maintain current staffing levels. The Hybrid Model will also include desktop/laptop procurement, server consolidation, e-mail consolidation, replacement of MS Office with Google's Office Application or Open Office, and common software and courseware licenses.
- To form an Information Technology Advisory Group to provide for academic customer input into the management of certain Information Technology resources.
- An Enterprise Procurement Model to ensure implementation and to optimize utilization of resources through business practice refinements in procurement and accounts payable and also the addition of new technology.

Adjournment

Ellen Doughty for  
J. Kelley Wiltbank, Clerk of the Board