BOARD OF REGENTS FOR HIGHER EDUCATION
INFORMATION TECHNOLOGY COMMITTEE
Meeting Minutes – 11:30 a.m., Friday, April 5, 2013
Board of Regents, 61 Woodland Street, Hartford, CT

REGENTS PRESENT
Nicholas M. Donofrio, Chair
Matt Fleury
Michael Pollard

BOR STAFF
Wendy Chang, Chief Information Officer
Jeff Clark, Security Program Manager
Susan Grant, Senior Finance Officer – Accounting System Support
Terry O'Brien, Contract Compliance Officer
Karen E. Stone, Internal IT Auditor
Anna Prusak, ITS support staff

ConnSCU REPRESENTATIVES
James Estrada, CCSU
George Claffey, COSC
Roger Ferraro, Capital CC
Lynn Gregor, Asnuntuck CC
Joe Tolisano, ECSU
Ken Spelke, SCSU
Tom DeChiaro, WCSU

CALL TO ORDER

Chair Donofrio called the meeting to order at 11:30 a.m.

1. APPROVAL OF FEBRUARY 25, 2013 MINUTES

Dr. Tolisano requested that the minutes be amended to better reflect Regents' emphasis on collaboration. After much discussion, Chairman Donofrio reiterated his statement with the following sentence:

> *There is only one head of IT for the ConnSCU System and that is Wendy Chang. I as the Chair of the IT Committee of the Board of Regents for Higher Education support an open and collaborative approach to IT governance for the ConnSCU System where all constituents' ideas, thoughts, issues and impact are considered and factored into every decision.*

> *Representatives from all factions associated with IT in the ConnSCU system are always welcome at our meetings. It is my expectation that the six CIOs as well as the IT Directors will all work together in a collaborative and open manner. While there are management structures in place to resolve issues, we are fully prepared to engage as, where and when needed.*

2. BOR CIO GENERAL STATUS REPORT

Each CIO and college representative provided an update on selected projects:

BOR:

Dr. Chang reported that System Office has approximately 60 collaborative projects under way. 1/3 of those are in construction; 1/3 in infrastructure (Telecom, network); and 1/3 in other initiatives. Every quarter, BOR IT produces a dashboard report providing a high level status summary of those projects. Regent Pollard requested that when the dashboard is forwarded to the BOR IT Committee, it includes 'Dashboard' in the e-mail subject line. Of current projects, Dr. Chang highlighted:

eTranscript – collaboration effort with State Dept. of Education (SDE) to replace paper/PDF process with electronic format which can be imported directly to Banner (ConnSCU's ERP). SDE and selected vendor, Pearson, created a transcript interface in the cloud. Approximately 60% of CT K12 districts already utilize Pearson technology for their Student Information Systems (SIS). SDE is tackling those districts first. The other 40% of K12 districts use other systems. There is no K12 technology standard. Dr. Chang explained that ConnSCU testing is expected to wrap up by the end of April. The next step will be for SDE to bring the 60% of K12 Pearson users on board with eTranscript. The anticipated timeline is 18 months. Current eTranscript deployment phase does not include support for Naviance.

The product will speed up the transcript process and enable ConnSCU IR to analyze the data. Chair Donofrio asked Dr. Chang to ensure that Maguire Associates, a consulting firm hired to study declining enrollment at ConnSCU, understands benefits of the effort.

Mr. DeChiaro observed that a more broad approach to recruitment is needed. For example, currently, WCSU receives SATs and transcripts from students who never submit applications. No one follows up to determine why. WCSU plans on working with Maguire Associates to review its recruitment processes.

Chair Donofrio inquired if all sites utilize Common Application: ECSU does; SCSU is considering it. Community Colleges have open enrollment; consequently Common Application is not applicable to them. Mr. Tolisano stated that ECSU's applicant pool went up 50% with the Common App. Chair Donofrio noted that increase of applicant pool is good; understanding whether the yield increased is very important. Mr. Tolisano offered to share ECSU's interface to Banner for interested parties. Participation in Common App requires membership in Common Application Association. There is a considerable wait period.

P20-WIN – collaboration between BOR and SDE. The project is led by Department of Labor in collaboration with the State IT. BOR IT is working with IR to collect Preschool through 20 data for an education-workforce central repository. The system is expected to become available this summer. Next step will involve entering data and determining the owner and responsibility for maintaining the data.

Chair Donofrio stated that for CT to be special, it needs to track its students from enrollment to employment. Very few CT students come to ConnSCU for self-actualization. ConnSCU also needs to do a better job keeping track of alumni. Currently, contact is maintained with only approximately 20% of alumni.

The National Clearinghouse can tell where ConnSCU's dropouts re-enrolled. For alumni tracking - strategic planning has been suggested. Mr. DeChiaro noted that WCSU is in the process of migrating data to Raiser's Edge, donor relationship management software.

Chair Donofrio suggested engaging Maguire Associates in the conversation by adding them to the BOR IT agenda.

WCSU:

Network Infrastructure Upgrade – 18-24 months project; part of Security Initiative. Requires DCS involvement. Funding to be provided by BOR.

DR/Business Continuity – identification and full replication of key services campus-to-campus, use of Exagrid and load balancing.

Backup tapes continue to be used to some degree at ConnSCU. Ms. Stone confirmed that, currently, they are being encrypted.

ECSU and WCSU each have SANS on their sites and they are looking into replicating to each other.

Cyber Security – WCSU does not have a CISO.

Recruitment to Graduation – mapping & reengineering of the process.

Mr. DeChiaro proceeded to a shared governance model proposed by University and Charter Oak CIOs. Chair Donofrio emphasized that a new President will be named soon and that he will have final say on the governance. The good of the system must be the #1 goal. Regent Fleury asked if colleges were involved in the discussion. Mr. DeChiaro replied that there have been some discussions with colleges.

ECSU:

Luminis – working on an online presence for alumni. This is a 3 year project. When logged on, students will see classes and schedule. Alumni will see lectures, athletic events, etc. Lifetime e-mail facilitates the project.

SCSU:

Student Success – a new initiative for use of predictive analytical tools to help advisors work closer with undergraduate students. Scheduled for production this summer. It is a perpetual system. Chair Donofrio asked that Mr. Spelke reaches out to President Nuñez, a co-chair of EPAC – a state mandated group of people looking for this kind of initiatives.

Asnuntuck

Manufacturing Technical Program – Considered a model in CT. Students have 96% rate of getting a job. Currently managing technical expansion – relocating WACC TV station to enlarge manufacturing. Moving main equipment room for growth. Rely on BOR IT resources and sister institutions.

FootPrints Help Desk – just went into production this past week.

Capital

    Phone & Network Upgrade – heavy reliance on BOR IT. Currently, waiting for a phone & network upgrade. This is an 18 month project. Network and Phone are not in a totally bad shape.

    Backups & Virtualization. Working on backups with Three Rivers on backups. Cont. Ed programs' computer labs need to be as flexible as possible. Desktop storage will be removed; monitors will be attached to the network. VDI can't be rolled out further until network is upgraded

Charter Oak

    6-month Security Initiative – Re-architecture of core network and phone systems. This weekend will mark final milestone.

    For CCC, network and phones tie together.   At CSUS, universities manage local network; SO connects everyone together. The phone system will be VoIP. CCC and Charter Oak utilize Cisco. CSUS has not yet picked a phone vendor; currently, it uses Avaya. Converting from Avaya to Cisco presents a complication.

    CT Ed Academy – Charter Oak submitted a proposal to establish CT Ed Academy to digitize state's current training assets.

3. **IT POLICY REVISION OF BOR IT 001 (ACCEPTABLE USE POLICY) AND 002 (ELECTRONIC COMMUNICATION)**

    Requested changes need to be reviewed by Internal Counsel. Item has been tabled. It will be reviewed at the next meeting.

4. **MOVE TO EXECUTIVE SESSION – EVALUATION OF CCC INFORMATION SECURITY PROGRAM**

5. **RETURN TO OPEN SESSION**

ADJOURN

With no further business to consider, the meeting adjourned at 2:30PM.

Submitted,

Anna Prusak