

ASAC Meeting Minutes

Date: February 8, 2007

Attendees (X)

Sylvia Carley		Bruce Judd	X
George Keith	X	Dru Clark	X
Steve Gorham		Kathy Cecil	X
Paul Nagy	X	Sue Flaig	X
Barbara Larson	X	Craig Johnson	
Charlotte Johns-Rich	X	Ron Caruana	X
Bonnie Carr	X	Gene Dressler	X
Jerry Inman		Barbara DeVries	X
Ken Ray	X	Chad Hyatt	X

Summary

- **OIT Performance Report**

- Major R17 upgrade successfully implemented by OIT
- Additional processors and additional users license successfully implemented by OIT
- System performance meets demand, no outages or "max users" incidents reported
- ASAC committee suggested a college wide communication should be sent to acknowledge the success of OIT meeting it's goal; the intent is to both recognize the success of the initiative and build user confidence in the system (see Action Item 010)
- OIT is developing a Service Level Agreement (SLA) to establish and track performance to agreed upon standards of performance. ASAC members will submit suggested metrics to be reported (for example: trouble tickets opened / resolved, system availability, release schedule status, etc.) Once implemented, these metrics will be reported on a regular basis

- **Project Status Review**

- Progress reviewed – several projects await completion of User Acceptance Testing (UAT)
- Imaging Project implementation delayed due to OIT resource constraints and vendor (ImageNow) software delivery date changes; new date to be determined
- Datatel Payroll Audit Report – Findings indicate that HCC is not following the standard payroll process. 6 new project & 2 new program requests created as a result of the audit
- OIT human resource capacity – reviewed the allocation of OIT resources to ongoing projects (*production support, disaster recovery, state reporting, HCC project requests*) and new projects (*Imaging, Data Warehouse, Data Integrity, etc.*). Minimal time is available for new projects with current headcount.
- Discussed the need to better understand & communicate the value of technology to the college, and the need to consider technology as an investment in attaining HCC's strategic goals. ASAC recommends that OIT (Dr.Judd) present this to the President's Cabinet at the next scheduled meeting.

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- Reviewed the E-Commerce release and State Reporting status
 - Requirements – discussed the need for documenting requirements to enable OIT’s ability to deliver products that meet user needs
 - Need a “business analyst” resource(s) with expertise in the college administrative processes and application software (Datatel)
 - This resource could be part of the functional departments or OIT
 - Discussed need for a program to address On-line Admissions, Financial Aid, HR, Finance, etc.
 - Needs to be the same college wide
 - Multiple vendors offer solutions, however, all require programming to create an interface to Datatel (approximately a 1000 hr effort for OIT)
 - Datatel’s Active Campus is the only integrated database solution
 - Information gathering & demos for vendor candidates to be evaluated
 - Budget planning - functional department should consider initiatives for the upcoming budget cycle that involve OIT.
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- **Next Meeting will be scheduled for March, 2007**

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Action Items

Number	Description	Owner	Date Opened	Target Completion	Status
001	Create separate list for Mandatory & Top Priority Projects	Gene Dressler	9/21	9/21	Complete
002	Present system performance reports at next ASAC mtg	Ron Caruana	11/09	12/2006 – next ASAC meeting	Complete
003	Determine if on capacity on demand can be turned on/off	Ron Caruana	11/09	11/15	Complete <i>Yes – it can be turned on/off</i>
004	Discuss user test training with Celeste Fenton	Ron Caruana	11/09	2/28	
005	Distribute job description for Business Information Analyst	Ron Caruana	11/09	11/15	Complete
006	Schedule Payroll Audit Review Meeting	Ron Caruana	11/09	11/15	Complete
007	Distribute list of patches for consideration in the next point release	Ron Caruana	11/09	11/15	Complete
008	Identify metrics for inclusion in an operational review	ASAC Members	11/09	12/2006	Review at next ASAC meeting – March, 2007
009	Create a glossary to define acronyms used in status reports distributed to ASAC	Ron Caruana	2/08	3/2007 – next ASAC meeting	
010	Communicate the success of new infrastructure project – OIT met it's goal, improved performance, user confidence, etc.	Ron Caruana	2/08	ASAP	
011	Review cost of Active Campus – may be able to purchase modules at a reduced cost	Ron Caruana	2/08	3/2007 – next ASAC meeting	
012	Present technology strategy plan to HCC Cabinet	Bruce Judd	2/08	TBD	
013	Develop a Service Level Agreement (SLA) to document OIT's agreed upon performance standards	Ron Caruana	2/08	2/23	