**CHE FACULTY ADVISORY BOARD FOR INFORMATION TECHNOLOGIES**

Meeting Notes

In attendance: Rachel Dunifon, Margaret Frey, Randi Rainbow, Adam Anderson, Saurabh Mehta, So-Yeon Yoon

Item #1: Review of Fall 2016 Follow-Up.

*Feedback*: CISER is still performing poorly. Adam had issues creating accounts where it required multiple emails to resolve. It gave the perception they did not want his business. Saurabh is looking to move away from CISER as performance is slow and he has a need to constantly re-connect and authenticate from slow networks. Saurabh further identified an interaction where CISER unilaterally deleted data where they erroneously assumed the data was HIPPA related.

*Action*: We plan to create a CISER advisory board in the Fall semester. The College is also actively engaged in working to improve CISER, including working with CISER to move some CHE users to a cloud-computing environment as a test.

Item #2: IT Service Feedback.

*Feedback*: The members reviewed visualizations of the IT support requests for 2017Q1. This represented requests for service and incidents of problems. The committee felt the timeliness of responsiveness should be weighted towards staff resolving incidents over requests for service.

*Action*: Randi will review the data and present any identified trends, areas of concern and/or areas of improvement identified at future meetings.

Item #3: Faculty Annual Report.

*Feedback*: The latest FAR cycle was less onerous that previous ones. The pre-filling of more data was beneficial, but filling in publications were still painful. There were issues where moving grants from previous year to current did not remove them from the previous year section. As well, not all sponsored awards were being reflected in the current year.

*Action*: For the upcoming rewrite of the application, Matt Hall, So-Yeon Yoon, Saurabh Mehta and Michael Lovenheim will provide customer design feedback as part of the process.

Item #3: Software Update Scheduling.

*Feedback*: The members discussed the options for providing software updates to academics to provide for new software version availability without interrupting productivity. The college has developed a self-service, web-based portal for customers to install the latest versions of software. The consensus was that creating an update cycle would be impossible due to the many work patterns.

*Action*: The CSG will make customers aware of the self-service options and only migrate customers to new versions if they experience bugs, incompatibilities, or as part of the equipment replacement cycle.