



Monday, March 3, 2014

3:00 p.m. in W646

- Present:** M. Mahon (Chair), L. Ambedian, B. Boudreau, L. Brown, C. Carnaghan, C. Cooper, L. Elias, B. Ellis, S. Glydon, A. Hakin, M. Helstein, P. Henzi, C. Horbachewski, C. Hosgood, L. Jacobs, C. Jorgensen, E. Jurkowski, K. Kalmar, L. Kennedy, C. Kingfisher, J. Lapadat, J. Laurendeau, M. Lindsay, P. Loewen, A. Long, I. MacLachlan, C. Malacrida, F. Naeem, C. Nicol, D. O'Donnell, W. Osborn, M. Pijl Zieber, L. Robison-Greene, A. Siaroff, D. Siminovitch, T. Spagnolo, S. Talbot, J. Usher, P. Visentin, J. Vokey, K. Vos, N. Walker, S. Wismath, R. Wood, W. Yuan
- Regrets:** P. Asaana, T. Babalola, G. Bedard, J. Copeland, J. Dobbie, M. Fosen, T. Gunn, K. Haight, M. Hawkins, L. Hildebrand, C. Hollingsworth, M. Kawchuk, B. Lee, C. Loewen, K. McCallum, N. Peters, N. Piquette, J. Poulsen, S. Sproule, I. Townshend, D. Weeks, M. Wiens, P. Wilson, R. Yalamova-Usher, J. Youngdahl
- Other:** J. Gallais (recording secretary), L. Corbiere, V. Grisack

1. APPROVAL OF AGENDA

MOTION: gfc.2014.03.01

Kingfisher/Jurkowski

That the Agenda for GFC Meeting #492 held Monday, March 3, 2014 be approved.

Motion: Carried

2. APPROVAL OF MINUTES

MOTION: gfc.2014.03.02

Long/Glydon

That the Minutes for GFC Meeting #491 held Monday, February 3, 2014 be approved.

Motion: Carried

3. PRESIDENT'S REPORT

M. Mahon reported:

- Alberta Government Update – He had the first meeting with the new minister and deputy minister and board chairs in January. The budget will be announced this week but we have unofficially heard there will be no increases.
- Meeting in Ottawa in January – He met with various ministers and deputy ministers mainly regarding the Destination Project. Synergies between Canada's 150th anniversary and our 50th were also discussed.
- Mexico Trip – Last week he had a four day trip to meet with a number of indigenous universities across Mexico and Canada. There is a proposal in to the Mexican government to bring some indigenous women here this summer to do some upgrading towards their graduate student programs in Mexico.
- Attended the Launch of the Aboriginal Youth Entrepreneurial Program (AYEP) in Standoff done by the Honorable Paul Martin to collaborate with Kainai High School. On Feb 11, 2014 he also attended the Government of Canada's \$1.9 billion funding announcement for aboriginal education with Prime Minister Harper and Assembly of First Nations National Chief Shawn at Kainai High School. •He was honoured to be invited to sit as part of the roundtable as well.
- Strategic Plan Launch and Beat the Blues BBQ in the Atrium on February 12th. This next Strategic Plan has metrics attached to it so they will report back on the progress made on those metrics. The Strategic Plan will be a living document.
- Play Day February 17th – Very successful with an estimated 5,000 people on campus great comments.
- Research Reception and Celebration in Markin Hall last week.
- President Advisory Committee was struck to look at campus safety and public displays in relation to some of the challenges with graphic image display on campus stemming from the issue in the fall. The group has now reported back on places where we can tighten up our policies as well as our practices.
- Board approved siting for Destination Project last week and this allows the work taking place to move forward in terms of the next phase of the project. A. Hakin will have more in Destination Project update.
- Native Awareness Week – Kicked off this morning with M. Mahon participating in the ceremony. Congratulations to Andrea Amelinckx who was given a Blackfoot name, Holy Necklace Women.
- Board meeting had fulsome discussion about proposed drilling in Lethbridge, and there was an article in the Herald the next day. A working group is being struck to look at the issues surrounding the proposed drilling. This will come back to the board in the March meeting.

4. QUESTION PERIOD

- D. O'Donnell – The initiative at Kainai High School, what is the nature of that and how can we participate? M. Mahon indicated that there are two pieces, as the Paul Martin one is specifically around entrepreneurship. They have developed curriculum for high schools around this initiative, we will have the Faculty of Management mentorship program sponsored by Scotiabank so this will be used there as well. The issue with how we support the high school more broadly is through Red Crow College and things like our Blackfoot

Digital library. A further question arose on how faculty can connect to support initiatives through a point person to see what is available? M. Mahon responded that the MOU is intended to say let's have a broad agreement and the idea is the director of the FNMI centre would be the point of contact to support initiatives between the UofL and Red Crow College. Another follow up question was on wanting an outreach person where all information on initiatives faculty can get involved in is housed, as there is a feeling that there is some good will being left on the table by faculty. M. Mahon indicated that this was a good suggestion.

- D. Siminovitch – Had a question on mental health. The Canadian Mental Health Association notes on their website from the 2012 Conference Board of Canada survey found 44% of employees have experienced some sort of mental health issues. The same study says that as the majority of managers say they are informed of issues, but most feel ill equipped to manage this. How many deans or directors have received mental health training? M. Mahon did not have the answer to that; however, one way we are trying to address this is through a program called mental health first aid is a program designed to help front line people to identify signs of people who are struggling. This is one piece of a broader initiative. R. Boudreau spoke on broader initiative, and indicated there are no statistics on who has training. We did receive a \$3 million grant for supporting mental health initiatives to extend current and building new programs. J. Lapadat has a good team that is balanced across the spectrum. Follow up question– It is a voluntary program but why isn't it mandatory for deans and directors? M. Mahon stated that there is no answer, but we working thru the process on how best to do this and that is something to be considered.
- M. Mahon noted that there was a student death on campus recently and the campus had challenges on multiple fronts in this area through the students connected and the staff dealing with this issue. Thank you was given to all those who contributing in a wide variety of ways. This continues to unfold and time has been spent with family members, students, staff and there have been many approaches to support this. We will be doing an analysis of how this was handled once some time passes.
- J. Laurendeau – Reiterated that there is a value to process of evaluating the situation above. Faculty felt that they weren't in a position to step up. Communication was a challenge. How does communication flow from dealing with family members, students, faculty and staff? M. Mahon also reiterated that those will be looked at after things settle as there are still things in motion.
- J. Usher – B. Boudreau discussed specialists being trained on identifying those who are struggling. Faculty would be those that you might want to extend that training to. M. Mahon stated that is the fundamental purpose of the first aid program as more often than not, faculty, staff and students will be the ones who are most aware of those who are struggling.
- D. O'Donnell – We have outsourced the model of counselling. Are we coming to a hybrid system of on campus and off-campus resources? M. Mahon stated that there have been no changes, but the services that we have now have options of different types of supports. N. Walker stated that counselling on campus is generally for students with the outsourcing being for staff but each situation is looked at. We are not changing the system. B. Boudreau indicated that initially provided counselling for people directly involved and then opened it up for any staff. It will be done on an individual case by case.
- D. Siminovitch – Regarding the Academic Plan presented at last GFC. What informs the academic plan? We participate in a national surveys of student engagement and some results from 2011 survey from Institutional Analysis online indicates that we significantly lag

behind our peers in a level of academic challenge we present our students. When I look for the results, I could not find explicit evidence on the results of the survey being included in the academic plan. Will the results of the new survey be used to inform the next academic plan? A. Hakin stated the Academic Quality Assurance process will be used to review our progress and that is throughout the academic plan. The number of programs going through that review will inform us with respect to that data.

- I. MacLachlan - Asked about the new budgetary advisory committee model. We have almost got through a new cycle so have we learned anything about how it is functioning, as there are many Executive Directors and not as many Faculty Members and has that been an issue or thought? M. Mahon commented that we are almost through first budget cycle so can't make concrete assessment this early. Also we did not predict the kind of year that we just went through. Regarding the input from Faculty, what we heard through consultation is strong theme of consultation needed at department and faculty level. The process is still unfolding and being refined. N. Walker stated that there are several different committees working on the budget: Budget Advisory, Budget Priorities Advisory, GFC Strategic Planning and Deans Council, Directors Council and other touch points throughout. This past year is not a good year to re-evaluate since we have met on budget almost every day. We hope there are enough touch points and time will tell.

5. ITEMS FOR ACTION

5.1. GFC Bylaw Revisions – Instructor Category

MOTION: gfc.2014.03.03

Hakin/Nicol

That GFC approve the attached GFC Bylaw revisions effective immediately.

Motion: Carried

A. Hakin noted the changes are a clean up to include the instructor category in the academic staff definition.

6. ITEMS FOR DISCUSSION

6.1. Information Technology (IT) Support for Research and Teaching

M. Mahon introduced that some questions were brought to GFC Executive regarding IT support. Executive discussed this and agreed that a starting point would be to have a presentation by CIO Mark Humphries followed by a question period. Presentation slides are attached to these minutes. M. Humphries stated that work is ongoing on a framework structure for IT. IT wants to work with power user groups to create the framework. IT will report back to GFC for further input as the framework model unfolds.

7. ITEMS FOR INFORMATION

7.1. Academic Staff Count – GFC Membership

C. Jorgensen reported that there are no changes in the allocation of seats from last year. A question was asked on if Deans are included in the count. Deans are considered

administration and so are not included. J. Gallais read the definition of academic staff and clarified who is included.

7.2. Destination Project Update

A. Hakin updated the committee. The site selection was passed at the Board of Governors. The subcommittee is now evaluating the eight Request for Proposals (RFPs) received. There is a meeting tomorrow to narrow the list to three or four proposals. Next week, the successful candidates will make presentations to the steering committee and then the committee will present the results to the Board at the April meeting. A group is going to Calgary to look at the energy environment building at the UofC and some have already seen the new science building at the UofA. Discussion occurred around the management structure for multidisciplinary groupings.

7.3. GFC Executive Committee Report – February 24, 2014

This is provided for information.

7.4. GFC Executive Committee Approved Minutes – January 27, 2014

This is provided for information.

8. OTHER BUSINESS

No other business.

9. ADJOURNMENT

MOTION: gfc.2014.03.04

Talbot/Kalmar

That the GFC meeting #492 be adjourned.

Motion: Carried

GFC Presentation

Overview of the Information Technology Services Department

March 3rd, 2014

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Agenda

- Defining the Scope
- Funding Breakdown
- Organizational Structure
- What Do We Do?
- Challenges
- Major Initiatives

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Defining the Scope

- Details provided reflect Information Technology Services (ITS) only and do not include details for other teams performing IT work outside of ITS.
- Budget information is based on the proposed budget for 2014-15 and is subject to change and approval through the budget process.

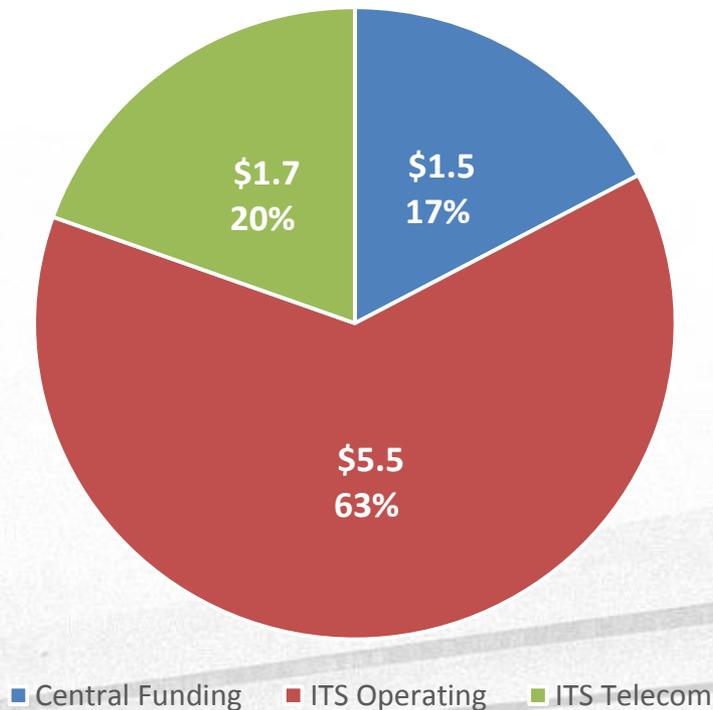
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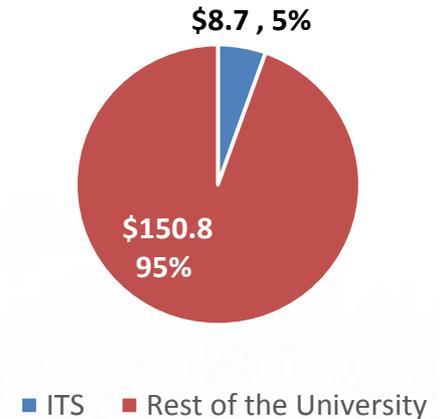
Funding Breakdown

2014-15 Total ITS Budget: ~\$8.7 Million

ITS Funding Breakdown
(in Millions)



ITS Portion of University Budget
(in Millions)



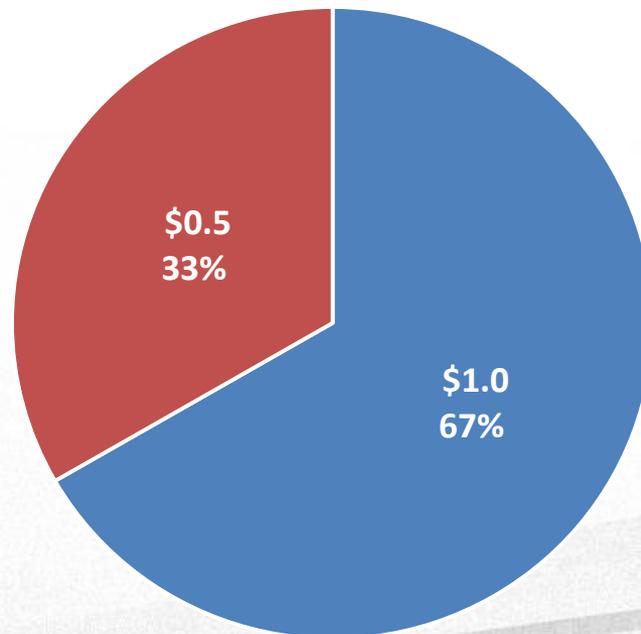
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Funding Breakdown: Central Funding

Central Funding: ~\$1.5 Million

Central Funding: Contracts & Licensing vs. Lifecycle
(in Millions)



■ Contracts & Licensing ■ Lifecycle

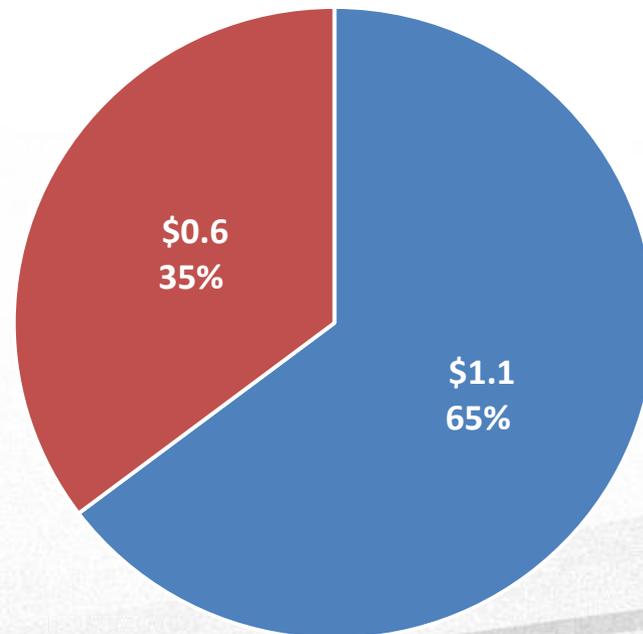
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Funding Breakdown: ITS Operating

Telecom Funding: ~\$1.7 Million

ITS Telecom Breakdown: Operating vs. Salaries
(in Millions)



■ ITS Telecom Operating ■ ITS Telecom Salaries

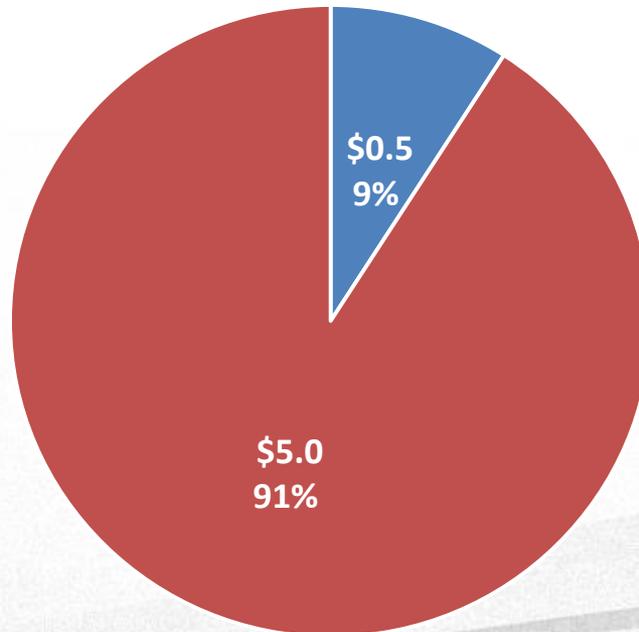
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Funding Breakdown: ITS Operating

ITS Operating Funding: ~\$5.5 Million

ITS Operating Breakdown: Operating vs. Salaries
(in Millions)

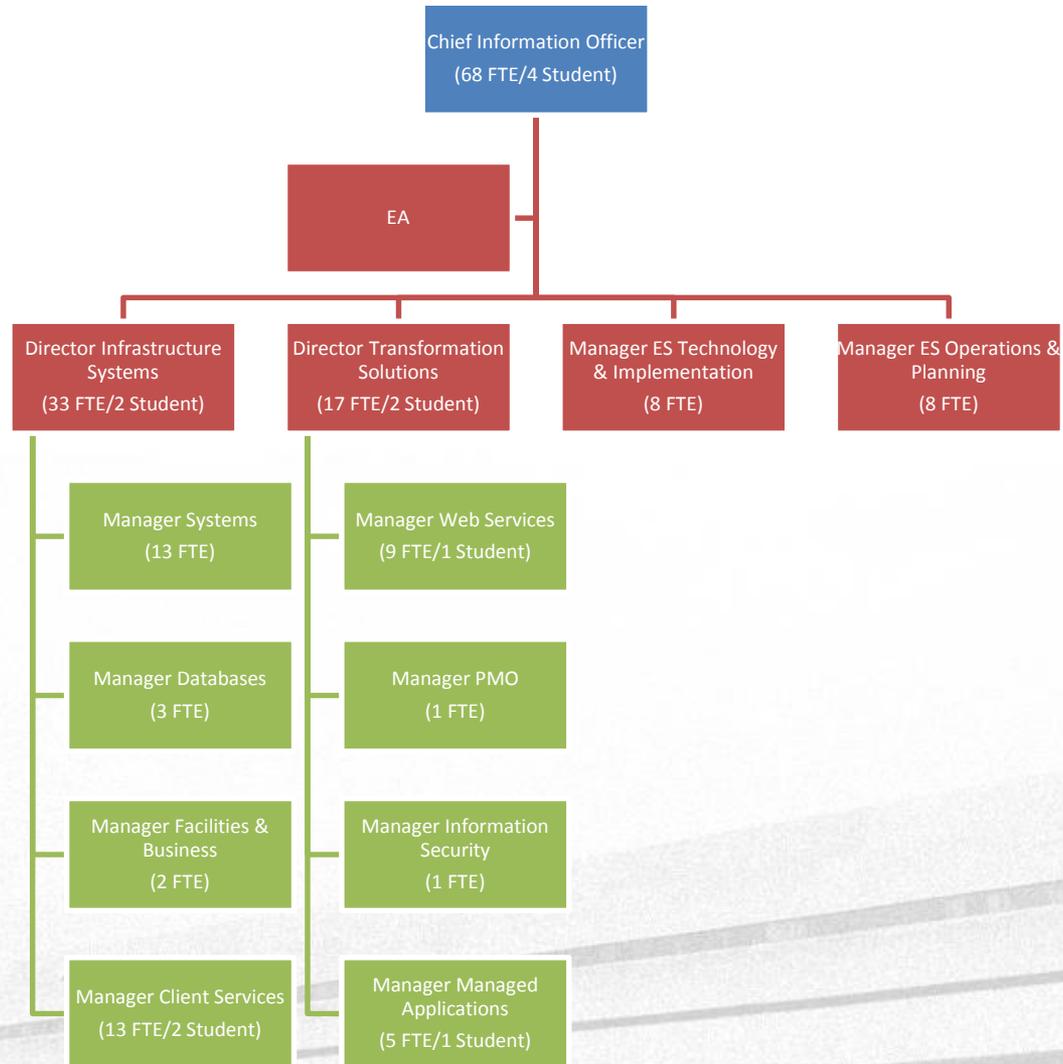


■ ITS Operating ■ ITS Salaries

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Organizational Structure



What do we do?

Office of the CIO

Executive Director ITS

- Responsible for day-to-day operations of IT services and systems (Faculty, Staff, Students)
- Develop, implement, and maintain IT standards, policies, and procedures (Faculty, Staff, Students)

Chief Information Officer (CIO)

- Develop IT strategy (Faculty, Staff, Students)
- Provide coordination for IT governance activities (Faculty, Staff, Students)
- Work with faculties and administrative units to understand business requirements and develop required solutions (Faculty, Staff, Students)
- Represent the institution in the broader post secondary IT community (Faculty, Staff, Students)

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What do we do?

Infrastructure Systems

Systems – Communications Technology

- Install, manage and support all telecommunications infrastructure (Faculty, Staff, Students)
- Manage and support base internal and external wired and wireless network (Faculty, Staff, Students)
- Install, manage, maintain, and support classroom technology (Faculty, Students)
- Install, manage, maintain, and support video conferencing and meeting room technology (Faculty, Staff, Students)

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What do we do?

Infrastructure Systems

Systems – Systems

- Install, manage, maintain, and support servers and storage (Faculty, Staff, Students)
- Install, manage, maintain, and support IT ‘utility’ services (Faculty, Staff, Students)
- Install, manage, maintain, and support specialized services (Faculty, Staff, Students)

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What do we do?

Infrastructure Systems

Databases

- Install, manage, maintain, and support database software and infrastructure (Faculty, Staff, Students)

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What do we do?

Infrastructure Systems

Facilities and Business

- Manage server rooms and associated infrastructure (Faculty, Staff, Students)
- Manage the ITS budget including billing for cost recovery services

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What do we do?

Infrastructure Systems

Client Services – Solutions Center

- Provide client support via telephone, email, and in person at the Solution Center (Faculty, Staff, Students)
- Dispatch tier 2 support (Classroom Support, Desktop Support) for issues that can not be resolved remotely and log calls for other support areas (Faculty, Staff, Students)
- Produce ID cards (Faculty, Staff, Students)
- Provide IT training (Faculty, Staff)
- Provide Video Conferencing Support (Faculty, Staff, Students)

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What do we do?

Infrastructure Systems

Client Services – Desktop Support

- Provide tier 2 on site client support (Faculty, Staff, Students)
- Manage and support client and lab hardware (Faculty, Staff, Students)
- Manage and support Testing Center infrastructure (Faculty, Students)
- Proctor Testing Center (Faculty, Students)

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Challenges: Infrastructure Systems

- Organic growth of systems and service over time without supporting standards and process has created significant operational overhead, increased incidents, and a reactive approach to service support
- IT has not been immune to economic challenges facing the institution; as a result we have fewer people to maintain aging infrastructure

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Major Initiatives: Infrastructure Systems

- Refresh telecom and network infrastructure
- Refresh a portion of lab and desktop computing infrastructure
- Refresh a portion of classroom technology
- Defining and publishing core services
- Develop service agreements for non-core services
- Defining and publishing service targets
- Defining and publishing standards
- Defining and publishing hardware and software plans

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What do we do?

Transformation Solutions

Web Services

- Manage, maintain, and support the University web presence and supporting software (Faculty, Staff, Students)
- Design and develop new web pages and sites in accordance with client requirements, branding, and visual standards (Faculty, Staff, Students)
- Complete User Experience (UX) testing and responsive design (Faculty, Staff, Students)
- Other web orientated services including surveys and branded email campaigns

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What do we do?

Transformation Solutions

Project Management Office (PMO)

- Develop and oversee project management practice for IT projects (Faculty, Staff, Students)
- Develop project management community (Staff)
- Chair IT Projects Committee (Faculty, Staff, Students)
- Manage and support the Project and Portfolio Management shared with several other departments

What do we do?

Transformation Solutions

Information Security

- Develop information security policies, standards, and procedures (Faculty, Staff, Students)
- Audit adherence to information security policies, standards, and procedures (Faculty, Staff, Students)
- Provide information security training and awareness (Faculty, Staff, Students)
- Lead response to security incidents (Faculty, Staff, Students)
- Lead IT component of annual OAG audit (Faculty, Staff, Students)

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What do we do?

Transformation Solutions

Managed Applications

- Work with departments and units to identify needs and select appropriate commercial off the shelf (COTS) applications (Faculty, Staff, Students)
- Manage and maintain COTS applications (Faculty, Staff, Students)
- Manage and maintain Learning Management System (LMS) under the direction of the Teaching Center (Faculty, Students)
- Manage transition to Google Apps for Education for student email (Students)

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Challenges: Transformation Solutions

- Organic growth of systems and service over time without supporting standards and process has created significant operational overhead, increased incidents, and a reactive approach to service support
- The demand on the Web Services team has outpaced the increase in resources
- Significant OAG audit-related efforts and limited Information Security staff have largely prevented pro-active security measures, creating significant risk
- ITS staffing includes a single dedicated project manager, resulting in many projects being managed by other team members who lack the skills and team to be effective

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Major Initiatives: Transformation Solutions

- Developing standards and guidelines for web development and design to allow for third party support
- Refreshing and consolidating underlying web technologies to better support client requirements, consistent branding, and future growth
- Launched IT security awareness training
- Completed 2013/14 OAG IT audit
- Developed and launched IT Project Committee and associated processes
- Implementing Google Apps for Education for student email

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What do we do?

Enterprise Services

ES Technology & Implementation

- Manage major Enterprise Resource Planning (ERP) and related systems development and implementation projects (Faculty, Staff, Students)
- Manage ERP technology roadmap (Staff)

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What do we do?

Enterprise Services

ES Operations and Planning

- Operate Enterprise Resource Planning (ERP) and related systems (Faculty, Staff, Students)
- Project planning for ERP and related systems (Faculty, Staff, Students)

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Challenges: Enterprise Services

- The ERP system has evolved over many years and contains many customizations that are required to support services but make it time consuming to update the system
- The demand on Enterprise Services team has outpaced the increase in resources

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Major Initiatives: Enterprise Services

- Developing Student Portal
- Implementing enhanced business intelligence and reporting capabilities
- Developing an ERP roadmap
- Leading major ERP revitalization projects in Finance and Human Resources
- Supporting major ERP revitalization in Student Services

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Overview of the Information Technology Services Department

Questions?

