

Administrative Solutions Workgroup Meeting Notes

March 6, 2019

Office of the CIO, Building 14, Room 115E at 4 – 5pm

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| Present: | Al Liddicoat, Academic Affairs | Rick Salomon, Student Affairs |
| | Alison Robinson, ITS | Brian Spolarich, ITS |
| | Bret Heenan, ITS | Troy Weipert, Admin & Finance |
| | David Mason, Academic Affairs | Kathryn Hammer, ITS |
| | Craig Nelson, University Development | |

Absent:

I. Introductions

Al Liddicoat welcomed everybody to the first meeting with the Administrative Solutions (Admin Solutions) Workgroup.

II. Charge for the Administrative Solutions Workgroup

Reviewed the overall structure of IT Governance. Admin Solutions membership includes representatives from all divisions. Two open seats in this workgroup remain to be filled with representatives from the President's Office and Cal Poly Corporation.

Discussed IT Governance. IT Governance addresses prioritization of project requests while ITS manages priorities for IT operations. IT project requests are organized for IT Governance based on the level of effort (work hours per request):

- 0 – 80 hours: 2-week sprints. ITS is responsible for overseeing prioritization.
- 80 – 240 hours: 2 to 6-week sprints are prioritized by Admin Solutions.
- 240+ hours: requests are prioritized by Information Technology Management Council (ITMC).

The workgroup will take into consideration funding and timing for approvals and develop criteria to assist in making priority decisions. The workgroup will rank projects; ITS assigns resources to the projects as resources come available. Would like to see workgroup members work with their division so that project requests can be properly represented in the workgroup meetings.

III. Review of Campus Projects Currently in Development

Previewed a new project board in Jira for projects over 80 hours that will aid the prioritization process. Criteria for prioritizing requests will include compliance, mandates, and resource availability across campus; projects get prioritized as they are 'ready.'

Discussed project intake. Bret Heenan will continue to receive project requests, and the process for initial planning will remain the same. Receiving all requests through the one channel helps ensure visibility. ITS will organize requests and bring them to the workgroups and ITMC. Multiple requests that are received for the same thing may be elevated to the ITMC to show that many users across campus have the same request. When the new Service Catalog is created, service requests will be received there instead of through the intake process for project requests. Project requests <80 hours will continue to be prioritized by ITS facilitating the process.

IV. Projects in Queue for Prioritization

Each Admin Solutions meeting will start by reviewing which projects closed since the last meeting.