Meeting Minutes
Technology Strategy Partners
May 31, 2018
3:30 P.M. – Rich 242

Attendees
Sonia Alvarez-Robinson (via Bluejeans)  Cas D’Angelo  Jim Fortner
John Gilleland  Mark Hoeting  Paul Kohn (via BlueJeans)
Lew Lefton  Jimmy Lummis  Dwayne Palmer
Paul Strouts

Inform & Discuss Items
Technology Strategic Plan
- See attached slides
- Goal is to have a new Institute Technology Strategic Plan in place by May 2019
- Pending funding approval from ELT, we are planning to engage an outside partner to assist with Plan development
- Questions/Comments
  o What is the plan for communicating this to campus?
    ▪ The outside partner will coordinate with GTSC and OIT to develop a campus communications plan.
  o What will TSP’s role be?
    ▪ TSP will own the process and the resulting strategy.
  o There seems to be a lack of understanding of the governance process from the next level down from TSP. How do we address that until this plan is implemented?
    ▪ On the initiative or project side that’s the purpose of the portfolio. The governance body as a whole (TSP and functional committees) vets and prioritizes projects/programs within the portfolio. On the issues side, perhaps there should be an operational committee to review issues and determine if they should be presented to the TSP.
  o Perhaps some guidance is needed from the TSP on how to handle questions/issues as they come up in the interim, including guidance on how things are identified and “bubbled up” to the TSP?
    ▪ What may be needed is a transitional governance plan.
  o Who would own the communications plan for governance and the technology plan?
    ▪ Communicating to campus constituents will fall under a new Marketing/Communications role that OIT is working to fill. Once budget is approved a white paper will be developed on this topic to gain agreement from ELT and other constituents.
GDPR Policy
- See attached slide
- GDPR is focused on data privacy. The regulation is based on location, not citizenship. This means as Georgia Tech staff/students travel to the EU it applies to them.
- Cyber Security is working with business units to secure data the business units have self identified as being in-scope.

Banner 9 Upgrade
- See attached slides
- Questions/Comments
  - Banner 9 upgrade is being discussed at length in SISGOV. At the same time, integrations will be needed with ERP. If there is a need to align those two, or how they connect together, how do those two groups bridge those questions? How do those groups work together?
    - Within ERP there is a sub-team working on a cross walk between Banner and the new Chart of Accounts, and there are some common resources involved in both groups.
  - If there is a lack of consensus, should that topic come before the TSP?
    - Yes, that would result in multiple positions that the TSP would rationalize.
  - Is the USG being kept abreast of our progress, and if so how?
    - Yes, the DIR – EIS interfaces with the USG on this topic.

Service Delivery Update
- See attached slide
- Georgia Tech is moving to an enterprise wide service delivery platform, not unlike what the USG is moving to, but we are not as far along as the USG.
- Currently focusing on including IT services in the catalog. Beyond that, items such as student financial aid, etc. could be included longer term.
- Approximately one year into a four year roadmap.
- With TSP’s consent, the intent is to focus on fulfillment and alignment with ERP.
- Questions/Comments
  - Should an assessment cycle regarding what to sunset be included?
    - Yes, that is part of the roadmap, but the service catalog is more about services, not systems.

Enterprise Slack Proposal
- See attached slide
- SGA work on an Enterprise Slack proposal continues
- Given the cost/user, and the ever-evolving nature of collaboration solutions, we will need to determine whether it’s a good use of institute resources to implement Enterprise Slack.
Portfolio Review
- Shared a view of the OIT portfolio workbook with TSP members.
- Will be advocating a policy that all projects above a certain level must be included within the portfolio, not for approval but for awareness.
- Targeting June TSP meeting for a draft policy statement, with target effective date of July 1.
- Questions/Comments
  - Research labs will stand up and tear down systems weekly. Are those systems considered in scope for the portfolio?
  - No, we do not want to include lab systems. We are focusing on enterprise applications and systems.
  - Could we define what’s in scope around data that’s being consumed, generated or fed?
  - Yes, or maybe the type of funding or scale of effort.
  - At some point we may want to include the Academic Effectiveness office in the conversation. For example, during accreditation SAC could ask how we evaluated Canvas and what data was used to determine that we should stay on a given path vs alternatives. It’s not a judgment about decision making but rather confirmation that we have integrated routine feedback that informs decisions.

Inform & Decide Items
None

Items brought up during the meeting (not included on the meeting agenda)
What is the status of the Business Relationship Management (BRM) effort?
- As part of the unification of OIT and ITG we will establish where in the new organization the BRM function resides, but we don’t have a lot of details yet pending completion of the OIT/ITG unification effort.

Some parts of campus seem to be unclear on the function of data stewards. How can we reinforce and clarify who “owns” student data, employee data, etc.?
- Role of data stewards, data privacy, etc. is covered as part of the annual compliance campaign.
- Possibly consider an annual or bi-annual message from the ELT regarding the importance of data and data stewards.
- Recommend we pass this along to the data governance group to consider.

Items requested to be included on a future TSP meeting agenda
None
Action Items
None

Meeting adjourned at 5:00
Agenda

Technology Strategic Plan
GDPR Policy
Banner 9 Upgrade
ServiceNow
Enterprise Slack Proposal
Portfolio Review
Planning and Procurement: March 2018-August 2018

Initiation & Input: August 2018 – September 2018

Plan Development & Key Priority Identification: October 2018 - February 2019

Component Development: February 2019 – April 2019

Strategic Plan Approval & Actuation: May 2019
Technology Strategic Planning

Strategic Planning Process

- Refine I&T Choices
- Gap Analysis
- Investment Initiatives

Strategic Planning Components

- Architecture
- Operating Mode
- People
- Governance
- Sourcing
- Culture

Strategic Plan (Output)

- Investment Portfolio and Roadmap
- Metrics
- Risks
- Issues, Ideas and Insights

Strategic (Input)

(Long-Term Execution)

- Business Context, Goals, Objectives, Strategies
- Strategic Choices
  - Business Capabilities
  - People and Culture
  - Ecosystems
  - Information and Technology
- Strategic Principles, Metrics

(Midterm Execution)
The specific actions to ensure immediate needs are met as well as to ensure the Institute is on a path to compliance include:

• Documenting our legal basis for legitimate interest
• Documenting our legal basis for not requiring a dedicated Institute Data Protection Officer
• Establishing the EDM team as the official coordinating office for all GDPR requests from individuals
• Publishing the GDPR website: [http://eugdpr.gatech.edu/](http://eugdpr.gatech.edu/)
• Surveying campus to identify places where in-scope data exists
• Working with identified groups to help understand responsibilities and gain compliance
• Cyber Security is working to ensure systems housing sensitive data are NIST 800-171 compliant
Banner 9 Upgrade

Banner 9 consists of several components/modules. For the sake of this update, Banner 9 is divided into 4 major work streams:

• INB - Internet Native Banner or Banner Admin Pages (supports back office) which will be falling out of support Dec 31, 2018
• SSB - Self Service Banner - OSCR, Student Facing pages has no similar deadline and Ellucian has not announced a definitive end of life date
• Banner 8 GT Forms Conversion - Banner 8 Oracle Forms (UI) will be converted to Banner 9 Responsive Java Pages (UI). The underlying database does not change.
• CAS - ification - We have made addressing the BOR bug an internal priority in preparation for BuzzPort replacement.
Banner 9 Upgrade

• One of the biggest tasks on the timeline is converting the GT Customized Oracle forms to Banner 9 pages. This conversion is underway and is expected to complete in August.
  Production Soft Cutover – 9/1/2018
  Complete Transition to Banner 9 Admin Pages in Production – 11/1/2018
  End of Life – 12/31/2018
• Production release of BOR customized pages – 9/1/2018
• All of the Banner 9 Baseline Admin pages are in production but not all have been adopted by users.
• Banner Fall Upgrade – Tentatively planned for Oct 2018, will include defect fixes and new functionality introduced by Ellucian since this Spring
• Several, but not all, Banner 9 SSB pages have been released by Ellucian. When remaining pages are released, we will put them through testing and UAT in preparation for production migration.
• Support for Banner 8 Oracle forms ends in December, which is driving the upgrade timeline. We are on track to meet this deadline.
Enterprise Slack Proposal

**Objective:** At the April TSP meeting, SGA presented information regarding use of Enterprise Slack by student organizations. They were asked to develop and submit a business case for acquiring, deploying and supporting Enterprise Slack that could be considered by the TSP.

**Update:** The SGA Enterprise Slack proposal is under development with the assistance of the OIT Service Management group. Once the proposal has been completed it will be presented to the TSP for consideration.

**Total Cost Estimate:** ~$374,400

**Users:** 6,500

**Price Per User:** $57.60
Portfolio Review

Portfolio Review
Technology Strategy
Partners
May 31, 2018