

## Meeting Notes Summary

Generated by LLM from 2025-08-06-11.11.30-IT-Gov-Monthly-Meeting-meeting-saved-closed-caption.txt

Original captions not retained.

Note: The AI has attempted to correct transcription errors.

### 1. General Meeting Information

- **Meeting Title:** IT Gov Monthly Meeting
- **Date & Time:** 2025-08-06 11:11:30
- **Approx. Duration:** 0:51:07

### 2. High-Level Summary

The committee welcomed returning and new members, reviewed plans to revamp the IT strategic plan, and focused on designing a community survey to benchmark current IT service perceptions and collect open-ended input.

Key decisions include survey content, respondent segmentation, distribution channels, and timing to avoid overlapping with the annual SNAP survey.

Next steps involve finalizing the survey, securing committee sign-off, and launching via **Rhody Today** and **ServiceNow**.

### 3. Action Items / To-Do List

- **Finalize IT strategic-plan survey draft**, incorporating:
  - Three star-rating questions (including year-over-year retrospective)
  - Two open-ended questions with prompts listing key service areas
  - Multi-select role question (Undergraduate, Graduate, Staff, Faculty)  
**Responsible:** Ian Lester, Gaurav Khanna, Gabriel Fariello  
**Deadline:** Early September (prior to Sept 26)
- **Circulate the completed survey** to IT Governance members for review and feedback (“survey of the survey”)  
**Responsible:** Gabriel Fariello, Ian Lester (notify via email with link)  
**Deadline:** Within one week of survey draft completion
- **Publish survey announcement** in *Rhody Today* with a compelling title (e.g., “*Help Inform the Future of IT at URI*”)

**Responsible:** Gabriel Fariello with Matt McDonald's team

**Target Release:** Immediately after committee sign-off

- **Embed survey link** into ServiceNow ticket-closure notifications (optional participation)  
**Responsible:** Scotia Roopnarine  
**Deadline:** ASAP
- **Schedule a 30-minute follow-up meeting** to finalize survey distribution strategy and timing  
**Responsible:** Gabriel Fariello, Ian Lester, Gaurav Khanna  
**Deadline:** Within two weeks

#### 4. Attendees

- **Present:**
  - Gabriel Fariello (Chair)
  - John Stringer (URI)
  - Shaun Kavanagh
  - Ian Lester
  - Lindsey Nottage
  - Scotia Roopnarine
  - Lydia Pierce
  - Ying Zhang
  - Kirk Brown
  - Dean Libutti
  - Michael Khalfayan
  - Sanjay Mupparapu
  - Brandon Fuller
  - Gaurav Khanna
- **Mentioned (absent):**
  - Melissa Frost

- Amanda Izenstark
- Jack Humphrey (Enrollment Services)
- Matt McDonald

## 5. Detailed Notes

### Introductions & Governance Updates

- AI Companion and note-taker covering for Melissa's absence.
- New/returning members introduced:
  - Ying Zhang, Professor, Molecular Biology & Computational Sciences
- Non-voting members and/or observers
  - Scotia Roopnarine, Associate CIO, Enterprise & Infrastructure
  - Lydia Pierce, Chief Business Officer, ITS
  - Kirk Brown, GSA Senate representative & Master's candidate in Industrial Engineering
  - Gaurav Khanna, Assistant Vice President for Research Computing

### Strategic Plan Revamp Overview

- **Objective:** Engage IT Governance in drafting a new IT strategic plan, then present a near-final version to senior leadership for approval, with annual or biannual revisions.
- **Model:** Invite non-Governance members to observe and answer questions as needed (executive session option available).

### Community Survey Design (Ian Lester)

- **Draft survey structure:**
  1. Star ratings on overall IT support and tool effectiveness
  2. Year-over-year retrospective question (*"Much worse" to "Much better"*)
  3. Open-ended request for desired improvements, with prompts listing service areas (*help desk, infrastructure, security, classroom media, research computing, administrative computing, etc.*)
  4. Open-ended feedback on recent IT support experience

5. Multi-select role identification (*Undergraduate student; Graduate student; Staff; Faculty*)

- **Anonymity & data linkage:** Survey will not collect identifying information.

#### **Distribution & Sampling Discussion**

- Avoid overlapping with the annual SNAP survey (last week of September – first week of November).
- John Stringer recommended a census approach (open to all), enabling consistent benchmarking over time despite response-bias limitations.
- Targeted follow-up surveys for specific service users (e.g., Unity) possible later.
- Consensus to publish via *Rhody Today* and embed link in ServiceNow ticket closure notifications.

#### **Priority Framework Refresher (Lindsey Nottage)**

- Reviewed existing priority-action matrix and ongoing work to establish a dynamic, weighted scoring model for continuous prioritization across IT portfolios.
- Agreed weights and factors are crucial for informed decision-making and annual updates.

#### **6. LLM Notes: Assumptions / Ambiguities**

- “Scotia” is assumed to be Scotia Roopnarine, Associate CIO.
- Transcript mis-hearings corrected contextually (e.g., “tunic” interpreted as generic comment, not essential).
- Exact deadlines inferred (“early September,” “within one week/two weeks”) where not specified.

*End of Meeting Notes from 2025-08-06-11.11.30-IT-Gov-Monthly-Meeting-meeting-saved-closed-caption.txt*