**IT Gov Minutes**

March 16, 2022

Via Zoom

**Attendees:** Lori Ciccomascolo (absent), Brenton DeBoef, Nancy Eaton, Melissa Frost, Brandon Fuller (absent), Joshua Gyllinsky (absent), Amanda Izenstark, Karlis Kaugars, Michael Khalfayan (absent), Kara Larsen, Ian Lester (absent), Dean Libutti, Ryan Menard (absent), Sanjay Kumar Mupparapu, John Stringer, Kathleen Torrens, Ted Walls (absent)

**Guest:** Irene Andreu, Carol Thornber

1. Approval of Minutes
   1. February 2022
   2. Karlis moved to approve minutes as presented.
   3. All present voted to approve.
2. CIO Updates
   1. James McNamara, new Director, Admin Apps, started on Monday.
   2. ServiceNow contract has been approved by the state and the purchase will move ahead, followed by implementation.
3. Project Status Updates
   1. Salesforce proposal to support URI Online has expanded to include URIFAE and Enrollment. John Stringer has been looking at data models and staffing needs. Learned of another university’s experience when multiple areas bought Salesforce and now having to reconcile the data to one unified system.
      1. Kathleen: can we do anything to push this along in a unified manner? Yes, and need to determine RFP, find staffing to implement it correctly from the get-go, etc.
      2. John: Key point heard in sessions was integration & implementation versus student communication during enrollment season, and the standup from Marketing may require them using a different CRM for a short-term until Salesforce is up and in place.
      3. Karlis: stakeholders need to do the prioritization for work, not IT since it is the stakeholders who will use the system.
   2. No other questions or comments from the group
4. RFP Proposal for Laboratory Information Management Systems (Irene Andreu, Carol Thornber)
   1. Submitted RFP to Purchasing.
   2. Investment in URI research infrastructure to foster collaboration and growth. One stop system for core research facilities.
   3. URI Core Facilities provide access to sophisticated equipment, staff support, sample analysis, and student training. URI has six core facilities.
   4. What is driving this? The need integrated system for core facilities and is led by stakeholders’ group across the university.
   5. Necessary modules: resource scheduling, service request management, project and customer management, billing & invoicing, and reporting and then a few others a little less important but still needed. Need it to work with eCampus and SSO integration.
   6. There are several systems available used worldwide. Agilent iLab is most commonly used but want to examine all options to se what will work best with URI.
   7. Entire presentation is available on our Teams site.
   8. Sanjay: would like to work with someone from ITS to review the RFP. Karlis said to reach out to Mike Motta.
   9. Questions?
      1. Karlis: urge them to make InfoEd, SSO, and financials integration mandatory.
      2. Nancy: was Gaurav Khanna in research computing consulted as he may want to be involved? Carol will loop him in sooner rather than later.
5. ITS Investments for URI
   1. IT and Maslow look at what it means to run IT
      1. Basic IT: wiring, WiFi, servers, data centers, cloud contracts, etc.—the physical infrastructure of IT needs to be addressed
      2. Functional IT: ERP, LMS, endpoint support, security systems – the basic that are needed to have in place for IT at a university
      3. Effective IT: HPC / AI, data analytics, research admin, e-procurement
      4. Innovative IT: VP / AR, quantum, virtual cloud labs, e-sports
   2. Working with ITS and shared at IT All Hands to craft document of needs and goals to build out a holistic picture of IT needs across the university
      1. Will circulate the document to distributed IT and to IT Gov to ask for additions that we can discuss at April IT Gov to determine effective priorities for IT.
   3. Questions?
      1. Nancy, Kathleen, and Kara feel it is very appropriate to be doing this
6. Open Forum
   1. Next meeting is WED 4/6/2022 at 9 AM via Zoom.