Minutes of Facilities, Support Services and Technology Committee

October 18, 2012

Present: Whittum-Hudson, Sawasky, Avrutsky, Reddy, Withey, George, Golodner, Matthew, Bray

Absent with notice or time conflict: Madigan, Saydain, MacArthur

Absent: Rappolee, Morrow, Kumasi, Kondapi

The first meeting of the academic year allowed attendees to discuss priorities for coming meetings.

Although Parking issues are at the top of the list, we were not able to schedule Tim Michael and John Frederick until our December meeting. In addition to the questions about planned major repairs, and an update on the efficacy of the real time parking capacity software, members requested clarification on how One Cards are charged for parking.

One Card services or lack thereof will be discussed at a future meeting. These services range from parking to other services, and negative experiences may impact student retention. The appropriate person will be invited for this meeting.

Facilities management Planning and the Pricing mechanisms will be a topic for a future meeting to which Jim Sears will be invited. Inordinately high prices for some work requests have been encountered by faculty. Further we hope to learn from Mr. Sears why (some) vendors are adding ~10% to prices because of slow payment by the University, rather than having a bidding system per job and timely payments.

Another topic suggested for a future meeting is to discuss University Insurance coverage for fire, flood and power outages. Mr. Nork as CFO heads Risk Management and will be invited to discuss this.

Mr. Sawasky was asked to give the committee an impromptu overview of computing changes, additions that have occurred over the past few months. These include:

- Desktop computing support reorganization (partially driven by the Huron group recommendations), but has stayed the same in schools and colleges. This consolidation will allow WSU to use volume leverage in ordering computers hundreds at a time. The following administrative units will see their desktop support consolidated under C&IT:

    1. CFO's division

2. Provost's administrative units

3. Computing & Information Technology

4. President's office, BOG's office, Economic Development on the 4th floor of FAB

5. Marketing and Communications

- Implementation: Travel Wayne/Buy Wayne/Facilities (Brian Atkinson is responsible for Travel Wayne. There was concern by committee members that the travel card will require preloading of money on the credit card sufficient to cover travel costs—it will not be a regular credit card.

- Computer Science, there are 5 racks of space in 5057 Woodward to have disaster protection/recovery capability. Banner, BlackBoard and Pipeline have hot sites established there.

- Call tracker is being replaced, and C&IT and the School of Medicine are collaborating on that project.

- RFP is going out in December to have distributed antennae on campus in select buildings for cell phones, smart phones and wireless.

- Public Wi-Fi service is being explored

- A tech store will be established in the Barnes & Nobel bookstore this year (Tim Michael)

- Virtual phone numbers will be established for campus to reduce costs on campus; these will route calls to cell phones (optional)

- Advising has a pilot study ongoing to increase accessibility to advisors. Because there has been only 1 telephone number for students to call for appointments, students have experienced difficulty trying to get through. This has resulted in ~40% no-show rate for students. There will be implementation of online/web and mobile-phone based appointment-making. Zimbra will be used to facilitate this process.

- Upgrading of cabling to allow throughput of up to10Gb in several places on campus. Pat Gossman has been assigned to coordinate these upgrades and identify the most pressing needs for researchers.

- Science DMZ network has been grant funded and will result in increased bandwidth between Physics, Computer Science and Applied Genomics

- Cyber infrastructure strategy is being developed for researchers.

- A new Pipeline equivalent (known internally as project 'Academica') is being written 'in-house' at WSU; it will run in parallel with the current Pipeline until test results are satisfactory. Other universities are interested in this work, and it may ultimately be something WSU can market to other institutions.