Information Technology Committee
Annual Report for 2020-2021

This report covers the last year of activity of the ITC. The 2020-2021 time period was likely already going to be a period of major activity. This though was substantially magnified by the importance of IT during the pandemic (i.e., the need for a substantial major of the university community to quickly adapt to online research, teaching, meetings, etc.).

I. Structure. For our charge and current membership, see https://committeetracker.wisc.edu/Committee/Details/388.

*Executive Committee Rotation Structure:* Since the last report, the ITC has established and begun implementation of a rotation wherein the most recent past chair stays on for a period of one year to work with the current chair. Together then with the next year’s incoming chair these individuals (previous, current, incoming chairs) together form a three-person leadership team that meets monthly. This structure was implemented with the belief that it would add significant stability in the management of ITC leadership and thus far has been successful in accomplishing that goal.

II. Activities.

A) Over the current reporting period many of our activities, if not entirely precipitated by the pandemic, were at least accelerated because of it. These include for instance:

1) Web Conferencing Technology Policy: An interim policy governing web conferencing technologies that record and retain the content of sessions (e.g., audio, visual, attendee list, chat) was quickly developed and approved by ITC in spring 2020. A full permanent policy was then put in place as of April of 2021.

2) Web Conferencing Suite Assessment: In Spring 2020 we, as a campus, had no choice but to more or less make do with the video conferencing tools that we had available to us at the time in order to successfully complete the semester. During this period of time though, the ITC saw the need to evaluate the level of satisfaction with the available web conferencing tools and to determine whether those tools met the needs of the campus. In concert with the CIO’s office, we developed and deployed a campus wide survey in late June/early July 2020 that was completed by 860 unique individuals. From this survey it was clear (A) that the existing suite of web conferencing tools available at that time was viewed as insufficient to meet the needs of the community and (B) that Zoom was viewed as a tool that had the capabilities to meet those needs. The information from this survey was then used as a critical piece of data by the CIO in arguing for the need to purchase Zoom (which moved incredibly quickly in terms of both procurement and then rollout – being available prior to the start of Fall 2020). We believe this to be an excellent example of the power of shared governance, as well as of the extremely positive and collaborative relationship that exists between the ITC and the Office of the CIO.
B) We also continued on the path set forth in previous years in pushing toward analytics and data acquisition that allow campus IT stakeholders to make more data-driven decisions. This is, for example, reflected in the IT Asset Reporting Policy that was worked on throughout 2020 and eventually approved by the committee in Spring 2021. In short, as noted in the policy, ensuring that we have an accurate inventory of IT assets on campus enables effective procurement, maintenance, and disposal of IT assets, provides data on institutional IT spending and thus can inform IT strategic planning, and ensures that all IT assets in need of security management are identified in order to reduce cybersecurity risks. This latter point dovetails with yet another policy worked on and approved by the committee during the 2020-2021 academic year – the Endpoint Management and Security Policy.

C) Finally, the committee oversaw and provided guidance on a host of issues that arose during the year, including contractual issues with Box and Piazza.

III. ITC Vision

The overall vision for the ITC remains much unchanged since the last report. We seek to position the University of Wisconsin-Madison to realize strategic mission goals through a coordinated and innovative set of campus IT services.

Strategies to Achieve Vision
1. Continue to shift key performance metrics from a focus on IT activity to service and value-oriented outcomes aligned with institutional mission and strategic objectives.
2. Optimize the existing service inventory by reducing redundancies and moving toward standardization of tools through creation of a campus-wide service catalog.
3. Enhance information sharing, analytics and data to allow campus IT stakeholders to make more data-driven decisions.
4. Identify, define and implement an appropriate sourcing and management model for IT services based on a hybrid platform model including on-premises and cloud services.
5. Adapt IT campus organizations to be brokers of services through definition of user needs and management of the service inventory and cloud services.
6. Create a new campus IT funding model to support the IT mission and strategies.

IV. Membership

Faculty, [term ends]
Shawn Green, Psychology, [2022], chair
Margie Rosenberg, WSOB, [2022]
Jun Zhu, Statistics, [2021]
John Curtain, Psychology, [2022]
Catherine Smith, iSchool, [2022]
Joe Salmons, Language Sci Prog, [2022]
Jayshree Samanta, Comp Bios, [2021]
Richard Halverson, ELPA, [2022]
Michael Newton, Biostat&Med Infor, [2023]
Mike Zinn, Mech Eng, [2023]
Tom Dubois, GNS, [2024]

Academic Staff
Edgar Spalding, Botany, [2024]
Teresa Nguyen, LS, [2021]
Peter Hoonakke, Eng, [2021]
Elizabeth Harris, Eng, [2023]

University Staff
Scott Hubing, IT, [2021]
Brian Shore, Geography, [2024]
Sue Foldy, AOS, [2021]

Students
Ethan Simonen, [2021]
Yasmine Ferguson, [2021]