



**Information Technology Committee (ITC)
Meeting Minutes**

Meeting Date: December 17, 2021
Time: 11:00am – 12:00pm
Via Zoom

Circulated: January , 2021
Approved: January , 2021

Present: Rachel Vacek (Chair), Yun Jiang, Niko Kaciroti, Zhixin Liu, Bruce Maxim, Heather O'Malley, Maura Seale, Elizabeth Devlin

Absent: Sara Ahbel-Rappe (SACUA Liaison), Magda Ivanova, Melvin McInnis, Sonia Tiquia-Arashiro

Administration: Ravi Pendse - Vice President for Information Technology and Chief Information Officer, Stefanie Horvath – Assistant Director of ITS Communications

Chair Vacek called the meeting to order at 11:04pm.

Chair Vacek asked the committee if they approved the agenda and had anything they would like to add. Committee member Liu indicated he would like to discuss the grading software on the Dearborn campus. He indicated some issues with the process inputting grades into the system. He wanted to understand the reasoning behind the process and if there was a way to streamline the process. VP Pendse indicated that he had not heard of the issue on the Ann Arbor campus and that the software used could be unique to Dearborn. He encouraged committee member Liu to reach out to Carrie Shumaker, Chief Information Office/Director of ITS on the Dearborn campus. VP Pendse also indicated that he would be happy to escalate the request and help connect him with her office.

Chair Vacek asked VP Pendse to share his experience at the [2021 Michigan IT Symposium](#) held this week and what was the most impactful takeaway. VP Pendse shared with the committee that they had a great DEI panel with discussion about technology and accessibility and how to ensure that technology that is available on all three campuses is accessible and inclusive to all users. There was great support across the Michigan IT community on how to negotiate with vendors to ensure that accessibility and access issues are key components in the process.

VP Pendse shared that another discussion point was about inclusion and how to ensure that Michigan is an inclusive community. They discussed how to create a safe space where even strongly differing opinions are invited to share thoughts in an environment where individuals will be heard.

VP Pendse indicated another discussion topic was the potential move to some cloud-based software/systems for some business areas. The university community has a wide range of customizations that may not be compatible or possible to have if moved to the cloud products. They discussed how the process would work and how to prepare the campus for the business change. One of the points that was addressed is how to build a cohesive digital experience for the university community while considering the user



perspective.

VP Pendse invited Director Horvath to add her thoughts or additional information she wanted to share with the committee from the event.

Director Horvath shared in addition to the overview VP Pendse gave that there were 16 different breakout sessions and 36 posters. She will share a link to the recordings of those posters once the recordings are available. She indicated that the most popular sessions were around data and data citizenship.

Link to agenda with sessions and posters: <https://it.umich.edu/community/michigan-it-symposium/2021>

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Chair Vacek shared an update with the committee on the subcommittee meeting outcomes. The subcommittee discussed potentially understanding where the disconnects are and to identify and address the inequities and access issues people have with IT support across all three campuses. The subcommittee proposed getting information from VP Pendse's team which included:

- A list of all the colleges/units on the Ann Arbor, Dearborn, and Flint campuses
- A list of the different levels of support that exist in ITS, and an explanation for how this support is currently distributed across the colleges/units on the 3 campuses

Chair Vacek indicated that the committee would be looking for where the potential gaps were in IT support but identifying the levels of support that exist. The goal would be to find out how faculty are feeling about their existing level of support. The subcommittee had also suggested perhaps conducting a survey.

The committee discussed this request and indicated that identifying the support that exists and what support was promised and not delivered would be helpful.

VP Pense suggested that the subcommittee members meet with his IT team leaders to narrow down the scope of the ask by the committee and how to gather the data the committee is requesting.

The committee asked how ITS determines the needs and what IT solutions are best for users.

VP Pendse indicated that they make the determination using various methods. He has a faculty groups, like the ITC that provide him with faculty feedback, he regularly consults Central Student Government, and he consults with an Advisory Council. The Advisory Council consists of deans, faculty and undergraduate and graduate students. He shared that the decisions are very user driven.

Director Horvath shared the link to the site that shows the advisory groups to ITS: <https://it.umich.edu/governance/governance-groups>.

VP Pendse left the meeting at 11:33am.

Chair Vacek asked the committee members to share their thoughts and concerns.



The committee discussed obtaining information regarding the baseline of support that is promised and what they are or are not receiving.

The committee discussed clarifying the difference between the support provided by the local IT person and the support central ITS provides.

Chair Vacek indicated it might be helpful to identify ITS groups providing the support and perhaps invite them to speak to the committee as a starting point.

Action Items:

Stefanie Horvath will work with Elizabeth Devlin to find a time for the subcommittee members to meet with the ITS leadership team to discuss next steps. The subcommittee members include: Maura Seale, Yun Jiang, Heather O'Malley, and Rachel Vacek.

Meeting adjourned at 11:57 am.

Respectfully submitted by,
Elizabeth Devlin
Faculty Governance Coordinator,
Faculty Senate Office