College of Engineering Information Technology Committee Final Report  
April 26, 2012

Members
Anton Kruger (Chair)  Term Expiring  May 2012
Sarah Vigmostad  May 2013
George Constantinescu  May 2014

Ex-officio Member
Doug Eltoft  Director of CSS

General Charge

The Information Technology Committee shall be responsible for reviewing and evaluating policies governing hardware, software, and computing services within the college, and for making appropriate recommendations regarding computer resources to the dean and the faculty.

Specific Charges for 2011-12:

1. Identify mechanisms for improving communications between Computer Support Services (CSS) and faculty.

2. Consider possible expansion of the role of the ITC to include evaluation and review of the CoE Electronics Shop and Machine Shop. Recommend whether or not such an expansion in scope is warranted.

IT Committee Response

The IT Committee (ITC) has met several times to perform work on the charges for the year. Responses to the Specific Charges for 2011—12 are indicated below.

Specific Charges

1. Identify mechanisms for improving communications between Computer Support Services (CSS) and faculty

ITC Response

The ITC felt a good approach would be to visit with the DEOs of every department in the CoE to get the conversation started. As a follow-up, ITC members would ask to attend the departments’ faculty meetings. CSS director Doug Eltoft would participate and provide an update of where CSS is headed, and solicit input.

The ITC met with all the departments’ DEOs. We were not able not attend faculty meetings, but all the DEOs were receptive of the plan. The response was generally positive (except for one person who suggested that the ITC disband) and provided interesting feedback. For
Overall, CSS is doing a significantly better job than 5 years ago. CSS does a good job of addressing issues, but can do perhaps better in letting clients know when CSS has fixed a particular problem. Put differently, they need to close the loop on requests. Some of the comments suggested that it is sometimes hard for CSS to prioritize tasks. Portable computers with large storage capacity and fast processors make it possible for faculty to have their office on their laptop, including sensitive information. In some cases, some software (purchased by the university) may have restrictions related to export to certain countries. When the laptop is lost, or faculty travel internationally, there could be serious repercussions.

Consider possible expansion of the role of the ITC to include evaluation and review of the CoE Electronics Shop and Machine Shop. Recommend whether or not such an expansion in scope is warranted.

**ITC Response**

The ITC feels that this may be warranted, but since the reorganization from CSS to ECS (Engineering Support Services) is ongoing, it is best to postpone expanding the ITC’s role. Regardless, if the ITC role is expanded, then the size of the ITC should be expanded so that all stakeholders are represented. For example, ECE probably has more interest in the CoE Electronics Shop than, say, ME, and vice versa.

**ITC Recommendations**

- The ITC feels we should continue visiting departments and the goal should be to attend at least one faculty meeting at each department, each semester.
- The ITC should communicate (a) –(c) to CSS.
- We should request that CSS investigate and provide guidance on the laptop issue ((d) above).
- The role of the ITC should not be expanded at this time to include the CoE Electronics Shop and Machine Shop.