Unit Leaders Meeting, July 12, 2018

Those in attendance: Jason Ellis, Gina Nixon, Rob Nixon, Jason Hackett, Megan Macy, Mark Stadtlander, Cory Spicer, and Patty Karr

Jason Ellis:

- KSRE information technology meeting with Gregg Hadley and Gary Pratt
    - Need for web governance/business
        - How we interface with stake holders, students, state leaders, etc.
    - Establish a budget modernization process, collect data information to bring all the info together
    - One of the big initiatives is to work on institutionalizing the CRM and propose adopting an enterprise system-wide CRM.
    - Creating a task force to develop an ERP (Enterprise Resource Planning)
- Costing, fees for service
    - What are our priorities and what do we value? When we do things "outside" the core work/values, what is the cost?
    - Who is the core that we serve and what are their expectations of us? Do they see it as a cost that they use, ie dollars for services?
    - We will meet **July 23, 1pm-4pm**, to discuss more in-depth and specific projects. We need to look at the core (who should we be serving) and what supports our specific department goals (how best to serve/what do we excel at). If it doesn't fall within those goals, what are the fees to charge to get those projects done?

Gina Nixon:

- KSRE Information Technology meeting with Betsy Draper, Gerry Snyder, and Nitesh Verma
    - ITS was updating the crisis response plan for the university when the fire happened. Part of the process is completing a business impact analysis (BIA).
    - Units on campus are being asked to identify processes and systems that use technology. Think about how processes are initiated, contributors — who, when and how they contribute, and the impact of the process — what happens if it isn't done?
    - Consider the cycle of our business. Some processes and systems are more critical at certain times of the year. For each process/system, units should identify the contingency plan and note how long the contingency plan can be used.
    - Unit Leaders will go through the provided spreadsheet and submit documents back to ITS, as this is what they will be using to develop the restoration of service priority level in the future.
        - Think about how you use the system, who does the logging, who receives the output/info, think about cycles (what is more important than other systems and when), and what is the contingency plan if you don't have access to the system, and how long could you work in the contingency plan?
        - What are the business impacts and at what level?
        - Look at systems using the internet as well as servers, any technology systems (ie. W drive, One Drive, Hot Spots).

- We will meet again but start making notes and thinking about completing spreadsheet for each system or process. We will talk through each system and process. Departments use systems differently, and this might affect how ITS handles their priority list. Look at what technology interfaces you work with to complete your job. You might look at a calendar and decide what has priority each month.

Rob Nixon:

- Greg and Dr. Ellis will meet with the art department on Tuesday, July 17, to continue discussion of the 2+2 program
- Thursday is the Communicator Brown Bag luncheon presented by University Printing
- Printing 101 was announced in K-State Today Wednesday. There are currently 23 participants and still time to enroll before the presentation on August 3rd.
- Union Copy Center is looking for business! Stop in and say "hi" to Frank and Hannah if you are in the area!

Jason Hackett:

- Team met on Tuesday to talk about continuity of business contingencies and putting together our own staffing plans/cross-training to cover duties when people are out.
- NMS team proposed two sessions for Annual Conference and both were approved, so we'll need to pull those together.
- Jason has been out for two weeks and is just getting up to speed. Everything ran smoothly while he was gone. Not much more to report.

Megan Macy:

- Worked primarily on Huron Research/student recruitment marketing (creating personas) this past week
- Met with Culture of Health Communications team to identify next steps in drafting the communications plan. Meeting with Paula, Erin and Trudy the first of August to go over next steps and identify expectations for FCS Update at the end of August
- Traveling to Salina on Monday with Cassie Wandersee and Anna Setter (4-H Foundation) for a social media training retreat with 4-H State and area staff.
- Proposed session for Annual Conference, "Words make all the difference: Telling the K-State Research and Extension story with one voice" was approved. Will also be helping Jason Hackett plan and execute his panel session.

Mark Stadtlander:

- Making a Difference report meeting 7/17/2018 with Megan and extension leaders.
- Insect book (MF3291, Household Pests) hit 1,000 copies ordered.
- State Fair meeting 7/20.
- Publications coming up to test new announcement methods. Abnormal Corn Ears.

- Mark will be attending a satellite presentation of the Global Leadership Summit August 9 and 10. The event is being hosted at K-State. Farm Bureau and Riley County Corrections are two local groups sending groups to the conference.
- Early estimates of extension fiscal year jobs in publishing is up roughly 65 jobs from the previous year to 484 jobs.
- Deb is having an issue getting Solomon sales data.

Cory Spicer:

- Call with Adobe and Kathy Leonard. Individual staff are switching to Named licenses, but what is the solution with lab computers? Adobe is working on a way to activate lab/shared computers with the 2019 versions, until then lab computers will be stuck on 2018 versions. Adobe's changes may also impact K-State's license offerings moving forward.
- Email about migration from HP cluster, old system, on to new data center. Everything will eventually get migrated unless someone says to retire a system, but everything will get migrated by default. Mark Stadtlander said it would be good to migrate the photos to a new system and make it more available.
- Rob Nixon and Rick Butler are in good shape with their computers, and he still needs to do some printer moves.
- He has one new Windows computer in one of the labs to set up.
- Richard Baker has his Mac computer and can log in and work on it.