Present:  Pamela Barr, David Barrett, Douglas Barthlow, Tim Bartness, Dan Bernardot, Murray Brown, Laura Burtle, Guantano Chen, Martin Fraser, Bill Fritz, James Jones, Thomas Netzel, Cherise Peters, Susan Walcott,

Also Present:  Mary Jane Casto and Carolyn Gard

Minutes:  The minutes were approved as distributed.

FY02 Action Items List of Accomplishments:  Mary Jane Casto distributed these for review.  This list will be sent to the IS&T listserv.  She explained each task relates a specific IS&T Strategic Plan.  Shaded area indicates the task is complete.  Each task is given a priority; and the expected workload, status, IS&T unit charged with the work, and the description of the task are shown.  A recap of this information will be in IS&T’s annual report.  The FY02 Action Items List will be sent to the IS&T listserv.

FY03 High Priority Action Items:  A draft of this was distributed for committee members to review. Mary Jane suggested they let her know, prior to the August ISAT Committee meeting, other priority items they would want included. These Action Items will be shared with ISAT Listserv.  Send suggestions to Mary Jane at mjcasto@gsu.edu.

Bill Fritz discussed the Campus Pipeline Luminis project, listed as a FY03 High Priority with possible implementation in the fall.  When asked about accessing data, he reported many requested reports are already available through Statware and that training in the use of Statware is a goal. Campus Pipeline Luminis project will provide single sign-on to multiple web-based applications (e-mail, Banner, WebCT), possible e-mail integration, personalized portals, and web content management, including document management and automated process flow.  Reports through Campus Pipeline can also be harvested with appropriate approval process.  Because of the tremendous amount of paperwork copied and shared around campus currently, it was suggested that units within F&A could benefit by being brought into the discussion of Campus Pipeline.

Electronic Signatures:  Mary Jane distributed a paper that outlined NSF requirements for signatures, US law on e-signatures, both digital and electronic, and Gartner’s report on current use of electronic signatures. Campus Pipeline’s Luminis product, “Documentum,” is a full-fledged document management application that contains workflow processes—content review and approval.  Discussion of Electronic Signatures will be added to the August ISAT agenda.

Help Center Services:  The Help Center provides first level support and dispatch service for IS&T units and other departments (outside of IS&T).  Georgia State University users benefit from both distributed and centralized IT services. Some colleges and administrative areas hire their own tech people, and some units have contracts for services with IS&T.  Some colleges (especially those with research projects) may have specialized needs requiring an exceedingly specialized tech person.  IS&T staff are highly trained generalist. Help Center staff are trained to resolve the lower-level problems and know to whom to dispatch through Remedy the higher-level problems.  The Help Center averages 1,500 tickets per month with one manager and three full-time staff.  Since March 2002, a Satisfaction Survey has been sent to each user upon closure of a
ticket, and with ratings of one to five; the average rating is 4.5. The Help Center is undergoing a re-engineering project and discussions of Strengths, Opportunities, Weaknesses, and Threats (SWOT) are being held with IS&T directors, managers, staff, and with Help Desk Specialists and NetSig members. Projected plans to empower customers to help themselves will also empower the Help Center staff by reducing calls. The Help Center is one aspect of problem management; for it to be successful, all components need involvement. The paper on the Help Center Services, re-engineering, and action plans will be distributed through ISAT Listserv.

Thomas Netzel suggested retaining a database of known solutions. He also suggested separate accounting of department statistics. Comments about the Help Center may be sent to Mary Jane Casto.

Subcommittee Reports: There was no time for subcommittee reports. However, James Jones submitted his written July 11 minutes for ITSecurityS. See http://outcast.gsu.edu/itsc/minutes/07-11-2002m.htm.

The ITSupportS July 16th minutes may be found at http://www.gsu.edu/~wwwits/minutes/index.html.

Current website for TLTS is http://www.gsu.edu/%7Ewwwtlt/ and Student Tech Fee Subcommittee web site is http://www.gsu.edu/~wwwstf.

Meeting adjourned at 3:05 p.m.