

EDUCAUSE '99

CIO Meeting Notes: Second Meeting

Leader: Barbara Horgan, University of Washington, Tacoma

Wednesday, October 27, 1999

Approximately 60 people attended.

I. Bandwith issues: do any schools restrict certain activities?
Attendees responded that some schools do restrict network traffic; many rely on acceptable use policies to help with self-leveling

II. Working with your CFO: how can we best work with our institution's CFO? Do we 'follow the money'?
Be aware of your CFO's approach, and what the institution's issues are from his/her perspective.
The challenge for us is to keep the CFO in the loop when it comes to IT issues/planning.
The CFO should be the CIO's best friend.
Work with your CFO, establish fiscal responsibility, look for ways to generate revenue. Don't talk about costs too soon...context and vision is important.
Work with CFO on ROI -- what does the institution get for its dollars? Align IT with the academic mission. Our outcomes should be viewed in terms of the students we are producing. Activity-based costing does help to get at the cost of a service (see article by Christopher Peebles and Norma Holland from Indiana Univ. in the Katz/Rudy EDUCAUSE publication).
Work with the CFO on 'hard returns' the CAO on 'soft returns.'
TCO may be a more useful concept than ROI.
Conversation and Communication is key!! Learn to speak their language.

III. This led to a discussion on benchmarking ---

IT budget should be 4-5% of the gross budget, but it is often hard to compare ourselves.
A fundamental question is what do we benchmark? Are we too diverse? Does the data really mean anything? NACUBO study was not successful.
User satisfaction is a fundamental measure.
Many attending responded that they do customer satisfaction surveys.

IV. Investing dollars

How frequently do we invest money because of a perception (wireless is good, notebooks are necessary) and not need? Is there a business case for an investment? This should be a fundamental question.

V. Trends

ACTION: provide this list to Educause

Wireless

Other services that could run on the net (surveillance, HVAC, etc.)

PDAs

Integrating the Cable Plant

Securing Data

Telephone over IP, shifts in telephone service
Students bringing computers -- making the best use
Training
Self-service, on-demand
Continuous broad-band services at home and the impact these will have
on
how we do things
See www.LITA.org for list of trends each year, technology toolkit for
the
coming year

VI. CIO meeting

A majority of the group indicated that they would like EDUCAUSE to
sponsor
a CIO-focused meeting, perhaps 1.5 days, have a Gartner Group 'trends'
type of presentation, encourage a lot of discussion. Maybe limit
number
of attendees. One model suggested was the Health Care Informatics
Association Executives.