

Meeting minutes IT Steering Committee Meeting 03/25/2022

1. Digital Strategy Plan for DoIT: Continued Discussion (Jack Suess)

How do we infuse technology to advance UMBC's strategic objectives?

Answer: Use digital platforms to deliver service and support

Today we use Request Tracker (RT). It's been running for about 13 years. It has its limitations.

It's written in an old script language called Perl, has no support for AI or chatbots, etc. We are running into the limits on what it can support. We want to take this service to a new level.

Looking at two products: "Service now" used by other Universities and then "SalesForce Service cloud". The difference btw the two products is that with SF you will have to build it yourself and the other one is more a standard product. We will make a decision sometime in 2022. How do we extend our service window after 4:30 pm?

Advance our use of data to continuously innovate and improve

Today we are using Blackboard analytics a.k.a REX. We have been using it for 15 years now.

The vendor hasn't been updating this product lately. We need to be moving forward in a different direction. We want to use a platform where we can leverage data science and machine learning for prediction. HELIO Campus is the product we will merge over to. We bought HC 2020 and are continuously moving our current services into the product.

Assessment plan / John Fritz

External, ongoing benchmarking

Educause Core Data Service is helping us stay on top since we contribute with data to this.

Internal User survey pros and cons. Survey fatigue.

At the pen:

Helena Dahlen