Meeting Minutes from Saturday, December 7, 2002

NORTHWESTERN UNIVERSITY BOARD OF TRUSTEES

INFORMATION TECHNOLOGY AND DISTRIBUTED LEARNING COMMITTEE MEETING

Minutes of the meeting held on Saturday, December 7, 2002
Norris University Center, Big Ten Room, Second Floor
Evanston Campus
7:30 a.m. -9:00 a.m.

COMMITTEE MEMBERS PRESENT
William White, Chair
Charles Douglas
Timothy Krauskopf
Jerry Pearlman
Benjamin Slivka
Sona Wang
Gary Thompson (via telephone)

ADMINISTRATORS PRESENT
Henry Bienen
Lawrence Dumas
Marilyn McCoy
Morteza Rahimi
Patricia Todus

Bill White called the meeting to order and minutes of the previous meeting were approved. He asked Mort Rahimi to begin the presentation and discussion of the agenda items.

Review Trustee Committee Web Site
Mort Rahimi reviewed the committee's new web site and the information that was and could be provided on the site. He indicated that as issues were raised at the meeting, which required additional information, this information would be placed on the web site for the committee members’ use. Mr. Rahimi advised that the site was password protected and asked the committee members to make him aware of any other information or functions they would like on this web site. The committee members indicated that the web site would be useful.

Northwestern University Information Technology (NUIT) Fiscal 2002 Financial Summary
Mort Rahimi reviewed the Information Technology division's operating results in detail with the Committee. The unit spent $33.4 million last year and netted a nearly $600,000 surplus. Technology services constituted $18.7 million and network (voice and data) recharges represented $14.7 million.

Tim Krauskopf asked what the relative percentage of voice versus data was contributing to the revenue and expense. Mort advised that of the $15,336,394 in network recharge revenues for FY2002, $5,603,415, or 36.5% were contributed by data, and $9,732,979, or 63.5% were contributed by all other services, primarily voice services.

Program Review: Process, Schedule and Reviewers
Patricia Todus advised that NUIT was in the process of preparing its Unit Self Study. She said that as part of the review NUIT engaged Gartner to provide benchmark information in three areas: (1) Telecommunications and Network Management, (2) Human Resource Enterprise System Management, and (3) Central Computing Server Management. She indicated that these three areas were selected because they exist in both the university and corporate arenas.

Ms. Todus also said that NUIT was finalizing a new customer satisfaction survey that would be distributed electronically in mid January 2003. It was also mentioned that the Program Review Office had selected internal and external reviewers. Tim Krauskopf suggested and other committee members
agreed that it might be helpful to include corporate chief information officers as external reviewers, specifically those with significant on-line activity. Marilyn McCoy said that her office would try to add such a person.

**Customer Satisfaction and Operation Reports**
Patricia Todus distributed operating measurements and ongoing customer satisfaction survey results. She briefly reviewed the Year 2002 first quarter results of the satisfaction surveys. These surveys address four areas of NUIT responsibilities: Information Center services, student desktop support, University department desktop support services, and consulting services. She advised that all the surveys were distributed electronically.

Sona Wang complimented the NUIT organization on the good results of the customer satisfaction surveys. Ms. Todus then reviewed the operational measurements that were currently in place and those that were planned. Ben Slivka suggested that the customer satisfaction results be on the NUIT web site. Bill White cautioned that NUIT should carefully select the measurement and survey results that appear on the web site. The committee members agreed that they would like to see quarterly results of the survey information on an ongoing basis.

**Financial System Consultation**
Mort Rahimi opened the discussion advising the committee members that a decision to proceed with replacement of the Student Loan System had been made in December 2002. He indicated that the primary reasons for this decision were that the current in-house loans provided a $3 million net to the bottom line and provided Northwestern University with a competitive advantage.

Ingrid Stafford, Controller, will develop a detailed financial and operation process report including the new system's integration with the Student Enterprise System. As part of this report there would be consideration of what functions could be outsourced. The committee members were concerned about a four-year implementation schedule. Staff agreed we should try to shorten this time frame.

Mort Rahimi then referred to the CUFS summary document, which indicated that there was a need to replace this system, but that the cost of doing so is high. He said that the replacement was being considered in light of other University expenses.

President Bienen reiterated that this was a big-ticket item and that there were significant dollars committed to address compliance issues over the next two years. He said that the replacement of CUFS was on the University's long-term capital plan list. All the committee members expressed the need for implementing a new financial system for the University.

Ben Slivka suggested a possible funding source would be taxing University units. Tim Krauskopf suggested amortizing the software over 20 years. Jerry Pearlman suggested beginning the evaluation process and developing a requirements document now. Sona Wang recommended requesting information from other COFHE schools to determine what financial system they had in place.

Mort Rahimi thanked the committee members for their suggestions and said that further information on the CUFS replacement would be brought to the next committee meeting, including a summary of what other COFHE schools do in this arena, and a delineation of options.

**Agenda Items for Next Meeting:** Bill White indicated that the following agenda items are included for the next meeting: Security, Financial Systems with a roadmap to replace CUFS and a Distance Learning Update at Northwestern University and other schools.

**NEXT MEETING**
The next meeting is scheduled for April 8, 2003, 3:00 pm, Rebecca Crown Conference Room, Rebecca Crown Center.