



Attendees:

Joshua Appleby, Campus Director, Lancaster/Lebanon
Jason Beaudin, Director, Academic Technologies (AT)
Aginah Chambers, Project Manager
Scott Decker, Campus Director, Gettysburg
Chris Fuller, Director, Computing and Media Support (CMS)
Cindy Gavazzi, Director, Enterprise Applications (EA)
Bob Messner, Vice President, Information Technology/CIO
Juanita Mort, Executive Assistant
Nick Nerhood, Campus Director, Harrisburg
Patrick Schild, Campus Director, York
Dave Shaffer, Interim Director, IT (NI)

1. Welcome
2. Overview of Objectives
3. Morning Session (click [here](#) for slide deck)
 - a. Strategic Plan Review
 - i. Where to start?
 - ii. What are the team goals/objectives?
 - iii. How do we identify a project or a task?
 - iv. Questions to consider.
 - b. Process/Priority Modernization
 - i. What is it?
 - ii. How do you identify your most important process in need of modernization?
 1. What criteria would you use?
 - iii. What are the process/project goals?
 - c. Process/Project Prioritization
 - i. The group discussed the current methods use to prioritize processes/projects.
 1. Processes- students considered first, followed by faculty when setting priorities.
 2. Projects – student considered first, but input from project requestor, finance and the availability of necessary OIST resources are major contributors to setting priority.
 - ii. Exercise] Project Prioritization
 1. [Prioritization exercises](#)
 - iii. Reviewed two processes used to set priority
 1. Spreadsheet with weight scale



2. Analytic Hierarchical Process (AHP)
- d. [Project List](#) review –
 - i. Exercise | Review, prioritized and created goals from the current project list (see file)
 1. Moving forward the group will review and prioritize goals and objectives based on those created above.
4. Lunch | Prioritization exercise
5. Afternoon Session
 - a. Standard Operating Procedures (SOP's) and Checklists
 - i. Goal: Develop a process by which SOP's and checklists are created, stored and reviewed.
 - ii. Storage
 - i. Drafts -Google Drive
 1. NOTE: Bob expecting an SOP on Google drive, why and how we use it.
 - ii. Final - shared drive
 - iii. Access
 1. Who has access - to collaborate (draft) to review (final)
 - iv. How are SOP's prioritized?
 - v. Division will be educated on what an SOP is (campus/dept), prepare and bring to OIST leadership for review and approval.

NEXT STEPS –

- i. OIST leadership will come up with a solid plan for storage and access
- ii. Josh will lead working group, including representatives from all departments.
Volunteers so far –Josh (chair), Dave and Juanita
- b. System Access Request reengineering update
 - i. The current form no longer works and must be reengineered to create a successful process.
 - . The current process should be reviewed with the departments/divisions heavily involved in completing the SAR/granting access.
 - i. Bob tasked Dave with leading this process and suggested the team collaborate in Google Drive. Once finalized it can be stored to a file share.

ACTION ITEMS:

1. Create SOP for group file structure.
 - I. Review current OIST file structure (based on the SOP)
 - II. OIST must clean our drives before we can ask/expect other departments to do so.

Next Meeting – TBD