Attending: Raj Khandekar, Sandra Haynes, Mike Hart, James Lyall, Tim Bond, Jeremy Jernigan, George Middlemist, Chris Randell, Jeff Helton, Janine Flores, Ed Jacobs, Janos Fustos, Andrew Holt, David Ruch, Yared Belete, Ben Zastrocky

I.   **APPROVAL OF March 8th Meeting Minutes**
- Motion to approve minutes, seconded and approved with one abstention.

II. **UPDATE ON THE TECHNOLOGY SERVICES RETREAT**
- Preliminary report from JVA received today by Raj and Sandra. We reviewed it and Raj will forward to the Task Force. Top Priorities from document are:
  - Shared governance.
  - Re-organize into 1 group.
  - Recruit and retain the most qualified staff, including developing strategies to enhance culture.
  - Communications buy-in.
  - Prioritization.
  - Infrastructure.
- How do we in Technology Services support the university strategic plan?
- It was a positive day, close to 100% attendance, people were engaged. We have received positive feedback from the people who attended. The general consensus is that people are hopeful.
- What failed before was a lack of follow-through on wishes expressed by department staff.

III. **AARON AND THE CLOUD**
- Aaron took the survey data and made word clouds with them. He is not here today but we reviewed them. The cloud for Q2: "Positive Things about IT" can very well be used as a "What our Clients say about us" poster. Raj will put all clouds on the Wiki.

IV. **PROCESS FOR WRITING THE FIRST DRAFT OF THE STRATEGIC PLAN**
- JVA is writing the draft document for the Task Force to elaborate on.
- We will review their document at our April 5th meeting.
- We could provide the university's strategic plan to JVA for formatting purposes.
- Could we separate data between technology staff and non-technology staff? This data by sub-groupings is already provided to JVA
- We need to include budget information. We want to talk about the resource issue and have a conversation around priorities. George explained the budget process and the communication between various unit heads. For example, the CIO did a good job this year coordinating this between deans. Asked what their priorities were and looked at what technology services would cover from their budget.

V.   **NO MEETING DURING SPRING BREAK**
- We will not meet during spring break. **But, get your comments regarding the draft document sent by JVA to Sandra by March 27th so she can pass on to JVA before they finalize their document.**

VI.   **PROPOSED MAINTENANCE WINDOW**
- During the past 18 months, there has been confusion around when we do maintenance. We need to take a planned approach to prevent surprises. The issue is whether we should have regularly scheduled time for maintenance. This was discussed in this week's Provisional Governance meeting.
- One proposal is to align our Maintenance Window with the current Blackboard window (Fridays from 1:00 am – 6:00 am). This does not mean anything and everything will be down every Friday, but any planned maintenance will be done during that time. The published window will be part of common understanding and will allow people to plan their jobs around it.
- Need to discuss and get feedback if Fridays 1:00-6:00am is the best time.
- Task Force members to take back this proposal to their constituents to get feedback and we will discuss at our next Task Force meeting. James will send information to the group to take to constituents.

VII.   **OTHER BUSINESS**
- Potential new solutions to email are under investigation.
- Online Learning Task Force – the Provost is putting together a group of people:
  - What are we doing to support Online Learning?
  - Work through the process for HLC accreditation so that the University can offer 100% Online programs.
- Next meeting, April 5th, 11:30 a.m. – 1:30 p.m., SSB440A