AGENDA

SLU Business Manager Meeting
December 12, 2013
Young Hall
9:00a.m.-10:30a.m.

1) Announcements – Allison Grapperhaus
   • Sign in Sheets – Attendance is important!
   • Who’s New?
   • Future Business Manager Meetings
     ➢ Solicit input to enhance/expand meeting topics
     ➢ agiger@slu.edu or 7-2393

2) Information Technology Services – David Hakanson

3) ALICE Training – Pat Signorino
Meeting minutes of the Saint Louis University Business Managers held at 9:00 a.m. on Thursday, December 12, 2013 at Young Hall.

Business & Finance Staff Present:

- Bruce Andres  Crystal Hall  Todd Vodnansky
- Anne Becker  Jeff Hovey  Stewart Wirth
- Ellen Borowiak  Jennelle James  Elizabeth Winchester
- Sharon Gajewski  John Koenig  Lisa Zoia
- Allison Grapperhaus  Janet Strader

Attendance: 77
Number of Guests: 3
Number of Business and Finance Representatives Present: 14

Allison Grapperhaus welcomed everyone to the meeting and went over the agenda.

Discussion of Future Business Manager’s Meetings:

- Contact Allison Grapperhaus (agiger@slu.edu) with suggestions and or/ideas for the meetings going forward.

Jeff Hovey (Business Services) – Various Updates (handout can be found following the minutes):

- Jeff announced that Pepsi has agreed to continue to allow Saint Louis University’s minimum order quantity to remain at 11 cases rather than the suggested increase of 15 cases.
- AT&T – Special Employee Offer
  - Saint Louis University employees can qualify for a 25% savings on their plan as well as 50% off on Smartphones. The flyer that contains the discount code can be found following the minutes.

David Hakanson (Information Technology Services) – ITS Division Update (the presentation given can be found following the minutes):

- David Hakanson introduced himself, Vice President of Information Technology Services
- The Vice President and CIO focus:
  - Initial Assessment
    - Campus Introductions
    - Open Forums
    - Technology Assessment Surveys
Operational Excellence
- Benchmark SLU with peers
- Review organizational structure
- ITS website updates and other marketing opportunities

Strategic Initiatives
- Creation of strategic vision
- Encourage innovative use of technology
- Increase collaboration with stakeholders

Improvements Identified:
- Communication
  - Administrative computer rights
  - Transparency of technology costs
- Operations

Pat Signorino (DPS) – ALICE Training: Response to an Active Shooter
- Office Pat Signorino provided the group with ALICE training. ALICE stands for: Alert, Lockdown, Inform, Counter, and Evacuate.
- The training helped to prepare people to react in the event of a violent intruder on campus. The course is also offered as a SLU HR Learning and Development session.
Just in time for the holiday season!

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ITS Division Update

Vice President and CIO Focus

- Initial Assessment
- Operational Excellence
- Strategic Initiatives
ITS Division Update

- Initial Assessment
- Operational Improvements
- Strategic Improvements
ITS Division Update

Initial Assessment Phase
- Campus Introductions
- Open Forum
- Technology Portfolio
- IT Maturity Assessment
- Technology Assessment Survey
ITS Division Update

Technology Satisfaction

Email: 91% (2011), 98% (2012), 94% (2013)
Banner: 71% (2011), 85% (2012), 82% (2013)
LMS: 81% (2011), 67% (2012), 81% (2013)
Telephone System: 74% (2011), 73% (2012), 91% (2013)
SharePoint: 89% (2011), 92% (2012), 81% (2013)
Smart Phone Integration: 93% (2011), 92% (2012), 94% (2013)
ITS Division Update

Operational Improvement Phase

- Primarily based on initial assessment
- Benchmark SLU with peers
- Review organizational structure
- Define product/service portfolio
- ITS web site, and other marketing opportunities
ITS Division Update

Improvements Identified

- Communication
- Administrative computer rights
- Transparency of technology costs
- Operations
ITS Division Update

Strategic Improvement Phase

- Creation of a strategic vision
- Development of a multiple-year plan
- Encourage innovative use of technology
- Increase collaboration with stakeholders