CSG Attendees: Paul Craft, Jim Davis, Bill Jepson, Carol King, Greg Kitch, Max Kopelevich, Michelle Lew, Kathleen O’Kane, Tom Phelan, Ruth Sabean, Mike Schilling, Stephen Schwartz (for Terry Ryan), Marsha Smith, Eric Splaver, Esther Woo-Benjamin

Guests: Haggai Hisgilov (Purchasing), Mike Lee (PDP Participant)

Agenda:

1) IT Temporary and Career Recruitment Contracts

Haggai Hisgilov, UCLA Director of Strategic Sourcing, gave updates on several strategic sourcing agreements:

- **IT Temporary and Career Recruitment** – 5 companies have been selected; temporary to career conversion is part of the services offered; details are available on the UCLA Purchasing website: [http://www.purchasing.ucla.edu/p2000/agreement_list_index.html](http://www.purchasing.ucla.edu/p2000/agreement_list_index.html). These agreements have not been used much so far – possibly due to UCLA’s hiring freeze.
- **KST Data contract for hardware** – 90% of purchases have been “sweet spot” purchases.
- **Wireless products and services** – working with CTS on an RFP for cell phones, PDAs, pagers and remote access; intent is to leverage all customers under one program (providing contracts with all major providers) and manage one invoice through CTS.
- **Office equipment (networked copiers, faxes, printers)** – goal is to move from using desktop printers to using networked copiers/printers; savings can be found in cost of consumables - for desktop printers, cost per copy is approximately 5-7 cents, for networked printing, cost per copy is 1.5 cents; large print jobs can also leverage Mail and Document Services’ networked printers.
- **Software** – Each campus contributes $17K for system-wide negotiation and management of software licenses through Patrick Collins; UC is proposing to combine with Cal State on some agreements.

2) Repositioning IT Initiative – External Network Review

- **External Review Team**
  Three candidates have agreed to be on the Review Team: Ron Johnson (U of Washington), John Silvester (USC), and Ken Klingenstein (Internet2/U of Colorado). Discussions are continuing with the ITFOC on the search for a 4th
member who has the same type of qualifications but is not affiliated with a central IT unit.

- **Review timeline and structure**

*Information Request*
- Proposed timeframe for the information request is November 15 (distribute request) – December 17 (return data).
- Intent of request is to collect information that is readily available, not to generate new information.
- The Group suggested imposing a page limit (5-10) on the response to prevent getting too much detail.
- Marsha Smith agreed to ATS completing the information request first and using it as a model that will be distributed to network coordinators and CIOs.
- Synthesized data that is collected needs to go to the Review Team by end of February.

*Review*
- Target date for the 3 day on campus review is the week of March 28th.
- Two days are reserved for meetings with executive sponsors, ITFOC, faculty, each of the network operations, CSG; one day is reserved for producing the report.

- **Questions to Reviewers**
  - Although it is about IT in general and not specifically about network services, a review done at Arizona State late last year is a good model for the level of detail to expect from the reviewers: [http://www.asu.edu/it/cio/reports/1.html](http://www.asu.edu/it/cio/reports/1.html). The review is not intended to be a detailed in depth assessment; rather it is meant to be a first approximation assessment.
  - Question #1: “network infrastructure” pertains to everything related to the network; “related components and operations” pertains to all equipment.
  - Question #4: There was a suggestion to add ‘regionalized’ to ‘balance between distributed and central network operations’. There was another suggestion to ask for comments on key strengths, weaknesses and tradeoffs associated with this balance and how tradeoffs are affected by technologies on the horizon.

- **Information Request Questions**
  - Question #1: There was a suggestion to add ‘staff’ to what faculty and students say they need; and add description of exceptional circumstances that characterizes the environment and/or place exceptional demands on networking services.
  - Question #5: There was a suggestion to ask about problem escalation procedures.
Additional CSG Comments on questions that should be asked:
  o It’s important to know how the network is structured to provide services that are network based.
  o What is the base level of network services vs. what are added services?
  o What would they say they needed if they knew what they could have?

Actions:
  o Marsha Smith to provide example of completed information request (by 11/15) as a model to be distributed to campus.
  o Esther Woo-Benjamin to send link to Arizona State study.

Meeting Schedule for Remainder of 2004:

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<thead>
<tr>
<th>Tuesday</th>
<th>November 23</th>
<th>2 p.m. – 4 p.m.</th>
<th>2121 Murphy</th>
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<tbody>
<tr>
<td>Tuesday</td>
<td>December 28</td>
<td>2 p.m. – 4 p.m.</td>
<td>2121 Murphy</td>
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