# BI Community of Practice

## Minutes for 7/29/2015

Location

Video Conference

### In attendance

* Jay Eckles (co-chair)
* Dennis Hengstler (co-chair)
* John Toman
* Kristen Noblit
* Lisa Ford
* Mark Savage
* Ron Loewen
* Desiree McCullough
* Steven Robertson
* Shawn Bryan
* Allen Dupont
* Michael Ebbs
* Jeanne Hermann
* Scott Gordy
* Les Mathews
* Ed Johnson
* Denise Haley
* Kriss Gabourel

### Absent

* Tom Hoover
* Denise Gardner
* Janice Hodge

### Agenda

I. Facilitated discussion on ground rules and committee assignments

II. Review of plan

III. Discussion of next steps

### Minutes

Jay Eckles called the meeting to order at 10:00 AM and led a facilitated discussion on four topics: ground rules, responsibilities of the Tools subcommittee, responsibilities of the Policy, Standards, and Definitions subcommittee, and responsibilities of the Training and Support subcommittee.

Upon discussion, the committee by consensus adopted the following ground rules:

#### Logistics

* We will endeavor to start and end meetings on time.
* A chairperson will distribute an agenda in advance of each meeting and will distribute minutes afterwards.
* We will post private group materials on SharePoint. The chairperson will post committee (but not subcommittee) minutes on the Treasurer’s public website.

#### Attendance, participation, and delegation

* Each of us will attend all meetings, actively participate in meetings, and complete assignments.
* If one of us is, on occasion, unable to attend a particular meeting, he or she will notify the meeting’s chairperson and may suggest a substitute or delegate for that particular meeting.

#### Decision making and conflict resolution

* Decisions will normally be made on a consensus basis.
* In the rare circumstance when consensus cannot be reached on an issue but a decision must be made, the group may vote on the issue and the majority’s vote will be the group’s decision.
  + If a member is missing during a vote, the vote of those present will constitute a provisional decision. That decision will be finalized once the chair consults with absent members in the day or two following the meeting.
* Members are expected to actively support group decisions.

#### Communication and confidentiality

* We assume everyone on the committee has good intentions.
* We will be respectful towards one another.
* We are free to share outside the group information arising from committee and subcommittee meetings unless the group explicitly decides otherwise in the course of conversation.

Dr. Eckles shifted the committee to discussing the responsibility of the tools subcommittee. Ed Johnson, subcommittee co-chair, started the discussion. The team will assemble a list of BI tools, determine which of those tools have a presence at the University, and identify some of the licensing terms. Later in the process the team will help determine requirements and identify tools that are worth further consideration. Requirements will include questions of cloud vs. on premise, data security, infrastructure support, functionality, analytical capability, and metadata.

Dr. Eckles will establish a list on SharePoint that can be used for members to organize and add requirements items.

Dr. Eckles shifted the committee to discussing the responsibility of the Policy, Standards, and Definitions subcommittee. Allen Dupont, subcommittee chair, started the discussion. An item of importance is data stewardship, that is, who is responsible and who gives permission for use of data, who has expertise in the data, and how data may be appropriately used. The group will create guidelines and a process for determining how to make decisions on data standards; the group will also consider whether we need to standardize across campuses.

Michael Epps expressed an important outcome of the committee’s work: to empower campuses to obtain the information they need without having to ask the system for help.

Discussion also included recognition of overlap of this subcommittee’s work with that of Training and Support and Tools in terms of making people aware of what is available through the BI system and communicating data definitions.

Lisa Ford expressed another important outcome for the committee’s work: better access to data, meaning faster, easier, and with less reliance on others.

Dr. Eckles shifted the committee to discussing the responsibility of the Training and Support subcommittee. Denise Haley, subcommittee chair, started the discussion. There was acknowledgment of different levels of users and different training needs they will have. We discussed the need to determine the model of support, including whether that should be a centralized group, whether it should leverage campus help desks, acknowledging the human resource implications, and considering a “one-stop” model. Models of training and investment needs were discussed, including options such as train-the-trainer, documentation, and off-site professional training.

Dennis Hengstler pointed out that we need to provide information to educate users on when to use the transactional enterprise systems for information needs and when to use a data warehouse.

Jeanne Hermann suggested a workshop in which we bring together people system wide who use business intelligence to find out what they need.

At the conclusion of facilitated discussion, Dr. Eckles briefly reviewed the plan with the team, highlighting the upcoming tasks of

* Identify existing policies, standards, and definitions
* Inventory existing tools and licensing
* Identify existing training and support resources and practices
* Identify financial, physical, and human resources currently deployed

The group agreed these were the right tasks at this time. The subcommittee chairs will be in touch with their team members to begin work. These tasks should be completed by the next meeting

The next team meeting will be in two weeks on August 12, 2015, at 10:00 Eastern, held by videoconference. Current state analysis tasks will be reported on at that meeting, the plan reviewed, and the plan adjusted if necessary.

Dr. Eckles adjourned the meeting at 11:05 AM.

### Action items:

* Jay Eckles: establish SharePoint list for requirements items
* Ed Johnson, Allen Dupont, and Denise Haley: assemble subcommittees for current state analysis tasks.