# BI Community of Practice

## Minutes for 8/26/2015

Location

Video Conference

### In attendance

* Jay Eckles (co-chair)
* Dennis Hengstler (co-chair)
* Mozhgan Shahidi (scribe)
* Ron Loewen (Resources subcommittee chair)
* Ed Johnson (Tools subcommittee chair)
* Denise Haley (Training & Support subcommittee chair)
* Allen Dupont (Policy, Standards, and Definitions subcommittee chair)
* Kriss Gabourel
* Mike Ebbs
* Jeanne Hermann
* Kristen Noblit
* Desiree McCullough
* Steven Robertson
* Janice Hodge
* John Toman
* Mark Savage (substitute present)
* Lisa Ford
* Tom Hoover

### Absent

* Scott Gordy
* Denise Gardner
* Shawn Bryan
* Cyndie Nichols
* Les Mathews

### Agenda

1. Refresh of committee purpose (2 min)
2. Review of subcommittee assignment results (38 min)
3. Review of plan (10 min)
4. Discussion of next steps (10 min)

### Minutes

Jay Eckles called the meeting to order at approximately 10:00 AM.

#### Refresh of committee purpose

Dr. Eckles reviewed with the committee the original charge for the BI Community of Practice.

#### Review of subcommittee assignment results

Dr. Eckles and Dennis Hengstler have worked on the Stakeholder Survey together. To get more responses as well as engage the president actively in the process, they asked President DiPietro to send out the invitation, and he agreed. The survey has been designed and reviewed. The president has a hard copy for the final review and the survey will be sent out once the green light is given.

Ed Johnson reported on looking at major features in a BI solution. Using the software list document, they looked at the different attributes to see whether more areas should be added. They came up with 14 different major areas.

Mr. Johnson further reported that the committee members observed a demonstration of the Data Cookbook which is a collaborative data dictionary tool for higher education. The team members also have been watching YouTube and Lynda.com to learn more about the tools and processes in general.

Denise Haley reported on the future needs of Training & Support. The subcommittees analysis indicated a need for various types of training as well as potential models for support to include a helpdesk, phone support, user groups, a blog, short training videos, a webpage with contact information, and extended helpdesk hours. The subcommittee investigated the cost of phone support systems and utilizing Footprints. The group also took note of academic opportunities available through the Business Analytics departments at UTK and UTC. There was a discussion of required training prior to access being granted to a user for a system.

Ron Loewen reported on progress of the Resources subcommittee. Primarily discussion covered the budget process and funding requests, particularly as it relates to the president and VPs. There was also discussion of the processes at each campus and institute and timelines. The impending retirement of the University Treasurer and CFO does not appear to affect the Community of Practice’s timeline.

Based on the conversations around timeline, Dr. Eckles emphasized the importance of the timing for the Community of Practice to develop recommendations in time for review by the State IT Committee and then executives in time for consideration for the upcoming budget cycle. Mr. Loewen discussed how different funding models (shared centralized licensing versus delegated responsibility) would impact timing.

Allen Dupont reported on the results of the Policy, Standards, & Definitions subcommittee. Discussion centered about data governance and policies. Note was taken of unwritten policies and a lack of a formalized centralized system of data governance. There are efforts underway at campuses to address data governance at the campus level. Work by ITS at UTHSC and the Reporting Strategy at UTK were two examples. There was discussion of chartering a separate workgroup to manage a new data governance process, including gathering existing policies – written and unwritten – and molding them into a cohesive process. Members of the committee provided examples of known existing policies. The need for data stewards with defined roles and data standards was again emphasized.

#### Review of Plan

Dr. Eckles reviewed the Community of Practice's project plan, and the Community members agreed that the plan is currently on schedule. The survey has been delayed but is not a critical path item.

#### Discussion of next steps

Dr. Eckles highlighted the tasks scheduled for each subcommittee to complete before the next meeting. He also identified the likelihood of delays in vendor selection and visits due to scheduling an inadequate amount of time for these tasks.

Upon discussing the vendor selection process, the Community of Practice determined that a formal Request For Information would be a useful tool. Jeanne Hermann, Mark Savage, Mr. Loewen, Mr. Johnson, and Dr. Eckles determined to meet to discuss the strategy for using an RFI and to draft an RFI.

Dr. Eckles proposed gathering the Community of Practice in person in Nashville for the regularly scheduled September 23, 2015, meeting. He indicated he would solicit feedback from members offline to determine feasibility. Ms. Hermann suggested using that time for vendor demonstrations.

Dr. Eckles adjourned the meeting at approximately 11:00 AM.