

## 10 April 2003: CMSAG Summary

In attendance: Joe Burley, Erin Easterling, Randy Graff, John Holmes, Doug Johnson, Kris Kirmse, Terry Morrow, Ron Thomas, Marvel Townsend, Martin Vala.

### I. Opening Comments and Discussion:

Last week we narrowed down the comparison list of features and functions to those that were either points of significant difference or which needed further examination. Please take the time to look over that narrowed list and examine those comparison points in both systems; we will be discussing those points as a major component of our analysis and adoption recommendation.

### II. Work Groups.

**HR [Joe Burley].** Fran McDonell, Director of the UF Computing Help desk, met with the group to discuss staffing and how CMS support is likely to fit within the help desk structure.

CMS support will reside with the rest of the help desk (currently 5<sup>th</sup> floor CSE building). ID responsibilities currently held by the CMS Administrator will probably remain in the CITT.

#### *Training*

Training should be a priority and additional resources such as online tutorials (written and streaming video) should be developed. It was agreed that training should continue to be offered as close to the client base as possible. Thus, classes should still be given in HSC, CITT, CoE and other locations. Additional training on software related to CMS use should be developed; e.g. PPT, PDF, Respondus, Impatica, etc.

#### *Support*

The value of maintaining a certain level of distributed support was emphasized, but with clear "flow" to the central support nexus. This will facilitate quick response to client needs.

It was recommended that UF should consider having a programmer allocated to CMS support to extend and develop features/functions of the centrally-adopted CMS as well as to attend to issues of integration with other campus systems.

#### *Staffing*

Previous discussions have suggested that UF needs **at present** a central staff of 3-6 FTE to support the consolidated CMS. This covers all aspects of CMS support: hardware, software administration, user support, and training. This FTE allocation will then need to be scaled up for future growth. Additional FTE allocation, probably in the form of OPS personnel, will probably need to be added during the transition and consolidation period.

#### *Other Suggestions*

Develop an online CMS "knowledge base." This was discussed in the context of similar consideration taking place for the help desk as a whole. Building such a knowledge base may require the CMSAG present an "ancillary recommendation" that UF purchase of appropriate software.

### III. Report Writing

#### *Work Group Leaders:*

Yet another reminder that each work group leader should be writing a brief report to present the information and recommendations developed under his or her auspices.

#### *Recommendation and Planning Draft:*

Doug will circulate the most recent edits to the draft of a final report document. Committee members should plan to devote adequate time to read and offer suggestions on how best to develop the final document.

### **VII. Next Meeting:**

Thursday, 17 April 2003. 9:30 AM, Turlington 1012 **[Continued HR discussion with Fran]**

Thursday, 24 April 2003. 9:30 AM, Turlington 1012 **[Discussion of CMS training]**