Boston University Information Services & Technology
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Communications and Collaboration Systems Governance Committee Meeting
Wednesday, January 9, 2013

Location: Metcalf Trustee Center Kenmore Conference Room, 1 Silber Way
Time: 8:30am-10:00am
Co-Chairs: Virginia Sapiro & Steve Burgay
Support: Michael Krugman
Attendees: Jacob Boucher, Leo Burstein, Scott Dasse, Uri Eden, Rebecca Ginzburg, Linda Martin, Denise Mooney, Rick Seaholm
Other Invitees: Reg Lo, Bobby Sprinkle
Recorder: Deneena Lewis

Agenda

Distributed Antenna System (DAS) Update

- IS&T is working with AT&T to improve cellular service for BU CRC & BUMC, partly in response to safety issues in an increasingly mobile environment. Cellular service in residence halls is poor, especially in basements laundry rooms and elevators. Student increasingly concerned.
- Project stalled a while back due to difficulty finding the ~2000-3000 sq' of space to house the headend equipment for the system.
- AT&T suspended project funding, but that's since been restored. In the meantime, the technology has evolved and the solution is less intrusive.
- Construction will begin soon and we hope to see service improvements by 2014. The project should be largely complete in 2015, though refinements to address particularly difficult areas will likely continue thereafter.
- Although designed, built, and managed by AT&T Wireless, this is a "carrier neutral" facility that we plan to host Verizon and other wireless carriers on as well.
- (Discussion ensued about the need for better networking coverage generally and specifically wireless.)

Strategic Planning - Discussion Group Report, Goals discussion (Reg Lo) See
[slides](#)

- People are looking for guidance on what tools to use.
- I often hear "What tools should we use?" But we shouldn't be talking about tools, we should be determining goals, outcomes, and what defines success, and THEN what tools we should use. What would we like to accomplish in the classroom today that you can't that IT could facilitate?
- We're laggards and could learn a lot from others.
- For example, we don't have Educational technologists to support teaching and learning.
- Not necessarily our fault, but the feedback from discussion groups is by no means representative; end of semester a bad time since faculty and others are consumed with student meetings.
- You have to get to faculty where they're already committed to attend, department meetings, etc. You have to be more sensitive to their academic calendars and venues.
- If the net were wider, you'd hear about
  o Need for technology consulting
  o Storage, Archiving, and Backups of data
  o Archiving is less about storage and mostly about the professional information management
  o Requires systems, services, and staffing
  o Many schools are renaming their library and IT programs to 'information sciences and management'
- Telecommuting: We need to consider the other side of this coin: faculty and staff who are traveling should be able to continue to accommodate commitments to students and colleagues on and beyond campus.
- Better support for Awareness and Effective use of IT resources.
- What do we expect IT support to do--support what they support or what we use?
- We have to be careful not to dabble
- Representation & awareness were big themes. Many questions were raised in the focus groups for which there were already resources and solutions.
- We need to move toward just-in-time information
- Transactional vs. expert services, i.e. Google vs. much more comprehensive and capable support systems.

Please consider the final two questions on the [slides](#) and forward your thoughts to Michael Krugman