

2017-05-19 Minutes

Agenda

1. Roll Call (by timezone - East to West)
2. Agenda Bash
3. Service Portfolio Management, Chris Eagle, U-Mich
4. Itana Org Updates
 - a. Working Group Updates
 - i. EA Maturity Model
 - ii. IoT Whitepaper
 - iii. API Working Group
 - b. Book club update
 - c. Steering Committee Update

Attendees

| Attendee List (19) | |
|---------------------|---|
| Active Speakers | |
| ▼ Hosts (1) | |
| | Jim Phelps |
| ► Presenters (0) | |
| ▼ Participants (18) | |
| | Angela Chauncey KSU |
| | Anthony Phillips - Kansas State University |
| | Beth Schaefer (UW-Milwaukee) |
| | Betsy Draper - Kansas State |
| | Bob Dein (Miami OH) |
| | Dan Kiskis (Michigan) |
| | Daniel (Georgetown) |
| | Greg Charest - Harvard |
| | guest |
| | Jim Phelps (train) |
| | José (oregon state) |
| | Kathleen Booth - University of Illinois, Urbana |
| | Luke Tracy - UMich |
| | Ray Polakovic |
| | Ruth Dodson - U of MN |
| | Sara Jeanes - Internet2 |
| | Vickie Schuh UW-Milwaukee |
| | Walter Green - UArkansas |

Announcements - Itana News, Working Group Report out

EA Maturity Model

Reviewed and discussed various models for scale and applicability. Will discuss next week which is best fit.

IoT White Paper

API Working Group

Next call next week will focus on IAM for APIs

Last week was developer portals

Book Club Update

Discussed insights and take aways.

Steering Committee

Haven't met since last call.

Fall face to face at Educause planning has begun.

Planning topics for next year. And looking into requests, like recording phone calls. Haven't wanted to before and not set up to do it. Maybe some portions can be recorded.

Service Portfolio Management, Chris Eagle, U-Mich

[Presentation slides](#)

Customer Value Model

Everyone consistently over-estimates the amount of things they do that they consider to be Product Leadership. For us, this is less material, as the key right now is to have the conversations.

Project Outcomes

Jim Phelps (train): This is similar to the UW Strategy Management outcomes and limitations: We don't make sure the strategies are right (Ray and Rupert correct me if I'm wrong). We might steer some.

Jim Phelps (train): We also found that just having them written down and shared broke down silos and started conversations

Jim Phelps 2: Yes, our focus at the moment is to help people express strategies and align strategies