LANDesk Advisory Team Charter

Team Members:
Shawn Ammon, Health Sciences Library
Rus Biven, Internal Medicine
Mike Donner, Dentistry
Dr. Eileen Dugan, College of Arts and Sciences
Angela Franz, Purchasing
Dr. Bill Hunter, Pathology
Steve Krueger, University Relations
Andrea Jahn, Health Sciences Privacy Officer
Dr. Bill Jeffries, Medical Education
Troy Johnson, School of Law
Mike Lambert, DoIT – Facilitator
Bryan McLaughlin, DoIT Information Security Officer
George McNary, College of Business Administration
Dana Olson, DoIT Customer Service and Support
Cindy Richter, School of Medicine
Steve Shin, School of Pharmacy and Allied Health Professions
Kathy Taggart, Grants Administration and Research Compliance
Wayne Young, Residence Life

Team Member Responsibilities
1. Everyone participates fully.
2. Members are accountable and responsible for representing their respective areas in terms of providing updates and gathering feedback to bring back to the team.
3. Demonstrate commitment by attending meetings and reviewing drafts in a timely manner.
4. In conjunction with the Technical Implementation Team, recommend policy for administration and security, patch management, application deployment, remote assistance, inventory management, and communication to the Creighton Community. Policy recommendations will typically be developed in the following fashion:
   o Usage Policies are recommended guidelines for how to use LANDesk.
     1. Advisory Team – develops a draft of policy recommendation.
     2. Technical Team – evaluates policy and provides feedback on technical feasibility.
     3. Advisory Team – finalizes draft.
     4. DoIT – reviews and publishes.
   o Technical Policies are recommended guidelines for technical implementation of LANDesk and can compliment Usage Policies.
     1. Technical Team – develops a draft of policy recommendation.
     2. Support Team – is consulted for feedback on the draft.
     3. Advisory Team – reviews revised draft.
     4. Technical Team – finalizes draft.
     5. DoIT – reviews and publishes.
5. Primary communication will be via the team email list (ldms_advisory@creighton.edu).
6. Team meetings will be on Wednesdays from 2:30 pm to 3:30 pm. We expect them to continue until the end of January.

**Facilitator**

Mike Lambert will:

1. Help us stay focused and on task.
2. Guide the process, asking questions to help make sure we are moving forward, considering important facets of the change process.
3. Help us look at the big picture.

**Norms for the Team**

We will:

1. Respect the opinion of all team members.
2. Openly share feedback and ideas.
3. Maintain the self esteem and respect of others.
4. Focus on the situation.
5. Support the group’s decisions.
6. Demonstrate commitment.

**The Results of this Advisory Team will be:**

1. Successful LANDesk implementation to benefit the greater good of the Creighton Community.
2. Improved technical support by decreasing time to resolution.
3. Increased ability to manage and maintain devices on our network.
4. Increased customer satisfaction and increased productivity across campus.