MEETING MINUTES
CORE SERVICES AND SHARED INFRASTRUCTURE COMMITTEE

DATE: AUGUST 14, 2014
TIME: 10:00 AM TO 11:30 AM
LOCATION: UNIVERSITY HALL, ROOM 244
CHAIR: ANTON HARFMANN, CO-CHAIR: DIANA NOELCKE
CALL TO ORDER
Anton Harfmann welcomed the members to the meeting.

Present: Gary Grafe, Dom Ferreri, Kerry Overstake, Anton Harfmann, John Hutton, Rachel Frankel, Jesse Fatherree, Diana Noelcke, Nathan Eberhardt

Apologies: Priya Chawla, Brian Butz, Thomas Krieger; Ken Hirsh, Pallavi Patel, Steve Young, Rick Grant

APPROVAL OF MINUTES
Minutes – Diana motioned to approve the July minutes; Kerry Overstake seconded the motion. Anton requested Jane to fix a typo on the word state-wide. With that fix, the committee voted unanimously to accept the July 10, 2014 minutes.

BUSINESS
Adobe Update – Gary Casson helped work out the details between Adobe and CDW, and projects finalization today or tomorrow. Purchase license via GET IT next week. Current license are still valid and will be until the new one is ready.

Architecture Principles Update – Discussion in committee suggest that eLearning incorporate the Steps to Success with the Architecture Principles document. Gary Grafe has an open data architect position advertised and has completed first round interviews. Search committee will consist of representatives from SIS/Catalyst, Human Resources, etc., the high level data owners. Megan Pfaltzgraff, CEAS, joined the Architecture Principles Committee.

License Servers for Enterprise Software – Initiated by faculty, a small subcommittee has been formed to review the issue. The goal is to have a centrally coordinated software license server for all enterprise licenses. Initially it will just be the license but later may include software too. Rachel has a problem with MatLab, she will contact Tony Quallen and Paul Schwab. Dr. Hutton raised the issue of audit red flags in CoM with not tracking license. The Committee suggests any time there is more than 1 college involved, it constitutes enterprise.

SOCC Update – Proposal is going to BOT on 8/26. Hope to start ordering equipment on 27th. In tandem with ordering equipment, reviewing agreement to be able to move on the initiative as soon as feasible.

NSF Grant Award – Jane Combs and Bruce Burton successfully partnered across the university on a National Science Foundation grant. The $499,741 NSF award funds the development of UCScienceNet, a dedicated, high-speed research network that will accelerate and extend the university’s research programs.
**Server Hosting Analysis Study** – Craig is evaluating VM Ware and OARnet to determine if those tools can be used to help develop the survey. CSSI Committee will develop the policy to share the resources, with the goal of relieving colleges of the burden of maintenance and save money to be used on other parts of the academic mission. CSSI and IT Committees will deliver a comprehensive strategy to share the server resources to present to the IT Council no later than end of fiscal year 2015. The Committees will develop the strategy and the specifics can evolve with the changing technology. Collaboration with college IT staff is critical for successfully implementing server hosting. Audits will help with some of the information but the survey will help identify all of the elements. Jesse said timeliness of services from UCIT are critical to the success of server hosting.

**Unified Help Desk/Trouble Ticket System** – First step is to lead with process. Service desk is in process of developing it. Consulting resources are helping with the strategic development of the process. What does the process look like and then what tools do we need to support the process? Dr. Hutton suggested input from the community who use the Help Desk in the form of customer service surveys will provide valuable information. Dom’s staff have studied the automatic call distribution (ACD) reports and are in the process of reconfiguring the phone queues to reduce wait times. They will review the reports again when classes start and students are back on campus.

Student walk-up is at ResNet on main campus. UCIT help desk function includes campus-wide incident management. There are many processes and multiple helpdesks that are not coordinated with the same process for resolving issues. It needs to be one unified process that may be coordinated by UCIT as the central coordination point out to other college help desks. CoM directs all calls to UCIT Help Desk. Queue wait times and time required to issues tickets to CoM technical staff has historically been an issue. Bb help and UCIT Help Desk are combined. Branch campuses are charged for Help Desk services because they do not contribute to ITIE fees. That needs to be evaluated for possible better solution.

Faculty can request 2 factor security authentication via contacting OIS. This service is scheduled to go enterprise-wide in the future and the process may change.

**Single Sign-on** – Gary Grafe volunteered to serve on this subcommittee. Initial goal is to have a way for faculty, staff, and students to have a customizable landing portal. Secondary goal is to be able to use same password for all systems; ideal would be to pass credentials from portal to other systems and not have to authenticate with every system login. Gary has some foundation work done for this project and will share it with the subcommittee. He is currently evaluating single sign-on with Jon Adams and OIS from the student perspective for Catalyst. Could be some security issues with it. Not all in CoM want it. Jesse Fatherree also volunteered to serve on subcommittee as well. Include Nathan Eberhardt as well to provide student perspective.

**ACTION ITEMS**
Old Action Items.
• Pallavi Patel: Pallavi will follow up with Pat Krekeler to help coordinate the Tech Expo events on Sept 11, in TUC.
• Jane - Post SharePoint site link to be included in every agenda as well as meeting minutes
• Anton- Reach out to Ken Petren about joining IT subcommittee for single sign-on and portal page and other possible subcommittee members
• Dom: Charge the IT Managers Committee with completing the survey for distributed servers and determine how to share and consolidate the service (In process)
• Diana: Address the data retention policies with Bo (In process)

ADJOURNMENT
The meeting adjourned at 11:06 AM.

Link to CSSI SharePoint Site