

IT Managers

MEETING Minutes

March 8, 2016

9:30 PM - 11:00 PM

University Hall, Room 450

Welcome and Meeting Objectives – Dom & Brian

Review and approve minutes of prior meeting – Dom & Brian

Meeting minutes call for approval and second: February 9, 2016

Erma motioned the minutes from February be approved as read, Jay seconded Brian declared approved as read

New Business

- Research Directory update – Josette Riep
 - Demonstration and new features
 - eProfessional has been at the university for around 15 years
 - what & why? Dr. Ball to Dr. Limbaugh – seeking direction
 - Partnership with P&G and Eli Lilly offering commercially
 - Start with 3rd century
 - Partnership between IT@UC, Research, & UC Libraries
 - Create a hub for one place for researchers to go for all access needs related to directory/publication/digital objects
 - Integration of system drive and faculty managed
 - Presentation from Josette
 - 700 unique data elements
 - Used for annual reviews
 - Georgetown is a customer
 - Dr Ball IP wizard
 - Timeframe for API rollout – Jason view in a few months and XML will still work
 - Yu Chin – moderation process for accuracy? No, it is currently up to faculty who do have the ability to appoint a delegate to do that with appropriate access
 - Clarence – will it change feeds being used for web sites – no not at present; new features may be desired and Dev will work with each college as they roll out
 - Ryan – communication about moving from eProfessional to Research Directory
 - Kent – how will training be handled? Faculty One stop looks like current option and KB
 - Brian – if interested in moving to Jason interface contact Josette or Mark

IT Managers Committee

Committee Co-Chair Dominic Ferreri

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Committee Co-Chair Brian Verkamp

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Current Committee Members

Jon Adams

Christian Amann

Andrew Becker

Clarence Brown

Bruce Burton

Gregory Crase

Mark Faulkner

William Frigge

Erma Fritsche

Yu-Chin Fu

Gary Grafe

Jason Green

Wade Hedgren

Don Hodges

Dale Hofstetter

John Hopkins

Vernon Jackson

Birsen Kaya

John (Jay) Kreimer

Daniel Kuhlmann

John Lawson

Emanuel Lewis

Harry LeMaster

Steve Morales

Diana Noelcke

Kent Norton

Megan Pfaltzgraff

Don Rainwater

Aaron Rucker

Benjamin Stockwell

Christine Street

Mel Sweet

Eric Tribbe

- Jossette – on listening tour, please send ideas, complaints, any other feedback; looking to improve
- IT Service Management – Erma Fritsche
 - Service Definitions – student perspective, need your assistance
 - Service Provider Groups
 - Survey of IT Managers as to what they are using
- Working Group status updates – Working Groups
 - End Point Management - Eric
 - Information gathering on all the different tools being used and how they are being used
 - Brian – vulnerable systems policy – if a mandate, don't you need tools/support to fulfill available? – EPO & SCCM are a possible way of doing this?
 - There is risk and cost to using EPO for patch management
 - Broader scope for this group than just policy, yet working closely with OIS
 - Internal audit also pushing for vulnerabilities
 - Desktop Device Standards –
 - Looking to do a gap analysis
 - Standards need updated for each of the device classes
 - Pole or survey to come to aggregate standards to remake the updates
 - Brian – CDW update signed with state of Ohio – one step closer
 - A lot of people not using the Dell portal today – looking at training for the group to take advantage of rebates and discounts we are missing out on now
 - Mobile Device Management – Jon Adams
 - Seeking meeting with Eric's group about how to work together to address what can be addressed for BYOD
 - Brian V. – MDM and Exchange brought up by Jon a few months ago not the end all yet getting better
 - Jon – focus first on accessing restricted or export data and restrictions there
 - Airwatch will allow nuances for mobile devices
 - Policy + due diligence = acceptable and defensible per OGC and the responsibility then lands on the individual
 - Restricting or disabling IMAP is a discussion potential at Exchange only not on the network
 - Software Licensing – Andrew talked with Brian and had to leave early
 - Brian mentioned that they are first documenting what is available from enterprise
 - Next go out to units to continue the list
- IT@UC Governance Committees: Updates, Strategies, Portfolio
 - Information Security & Compliance -- Bo
 - eMail policy is pending review and approval
 - data loss prevention with Code Green – PO process hic up with vendor and access to this process
 - Pilot with COM Box and will look at file shares also
 - Units can request file share scanning if desired
 - Brian V. – what is our license like? Bo fully licensed and covered data in motion as well, fingerprinting, etc.
 - Can scan entities outside our organization – commercial, research, etc., needs as they arise
 - Similar distribution of service to EPO – down the road in configuration
 - Birsen – how much impact to the network with scanning activities?
 - Passive tool – no network impact

- Next month – presentation on it – Demo on Code Green – technically, how does it work
 - Policies: vulnerability policy needs updates
 - Procedures – OIS will work with IP addresses for identifying the device
 - Each IT manager has access to Qualiys to scan before a service goes live and this is now a requirement
 - Spring Break – External Penetration scan is happening over Spring Break; communicated from PIO soon
- Research & Development – Ben Stockwell – Digital Communications
 - Search to R&D committee – interest from faculty about results not displaying their information and content
 - Too many web pages and content all over
 - Move to enrollment management focus for web site working with an outside consulting group in this development scope over the next few years
 - Josette spoke to the Research Directory to find them in the specific application rather than the main web presence, etc.
 - Google search appliance goes away from Google in 2019
 - Jamie – will accessibility issues also be addressed – Ben, yes this too will be audited and addressed
 - Jon – is this to define standards and governance for management and architecture of content and structured
 - Ben hopes for reduction by a factor of 10 of the 45,000 pages
 - CECH is doing analytics now and discovering usage and views and wondering how to approach this data access?
 - Search optimization is the key to success
 - Please invite Ben for Web Site agenda
 - When M. Stoner is on campus they will be holding listening sessions
- eLearning – Chris Edwards
 - eLearning textbook platform task force created; task force with Follet included
 - students don't like the eText experience; prefer the "book"
 - haven't leveraged all the features that are integrated into pedagogy, social media, etc., to consider for standardization
 - publication negotiations
 - looking at 3 or 4 platforms
 - student athletes for a mobile 1 to 1 iPads – use eTexts for advising athletes for analytics for advising tool for success
 - On line learning success task force – Melody Clarke: Smarter Measure tool for assessing student readiness – technology and skills
 - Opportunity to leverage a tool for recruitment pipeline for online learning environment
 - Addressing gaps in technology skills and technology minimum standards, learning style
 - LMS Roadmap – Paul Foster brought a recommendation to eLearning Committee a process approach for looking at an LMS Roadmap
 - Market scan first – if yields looking at other products with a large group
 - Pilot of another product
 - Approach is endorsed by eLearning committee
 - Typically 2 + year discussions and pilots to best determine a new option if it exists
 - 16 year relationship with Bb
 - Brian V. – CECH has also started these discussions and Ultra is not fully loaded yet and may not be time ready – running behind other LMS companies

- Brian V. and Chris – Bb recently tried to sell and looking for investment \$ and it fell through and the CEO was replaced
- At least a year for the new interface and have they then looked at integration within this product – could be 2 years before UC is ready to enter in...
- Not walking away from current 9.1 environment
- Options:
 - Wait for Ultra
 - Switch to something else
 - Adding mobile compatibility and add other features until we are at a point to meet the needs with Ultra
 - Jon Adams – trying to be thoughtful to current “change” i.e. Catalyst online
- Keeping our eye on – new student app called Bbc on top of 9.1 possible for Fall
- Promising a Bb instructor app before July conference – this would be significant to bring mobile compatibility
- Strategic Planning
 - Focus groups – last at Blue Ash today
 - Synthesizing the data ready to write draft
 - Roadshow for the draft and input
 - Late Spring for SP 1.0 and will be an interactive process for providing direction
- For April – a lot of feedback enterprise tools in Canopy and inadvertent effort on development and were not prepared
 - Working on a training schedule to roll out to assist with this gap
 - It will be vetted by pedagogy
 - Training Spring, Summer, Fall
- Dave Rathburn is the accessibility champion for eLearning and will be invited to speak more on 508 compliance across university
- Core Services & Shared Infrastructure

What have you heard?

Harry seeking Crystal reports – Jon said CDW-G \$370

Birsen asked for Print Management update from Don Rainwater next month

Announcements:

- CDW and Dell are one step closer to partnering in hardware selection/purchasing. The state of Ohio has approved CDW as a vendor for Dell hardware.

Action Items

- **New Action Items**
 - Next month – presentation on it – Demo on Code Green – technically, how does it work
 - Please invite Ben for Web Site agenda
 - Birsen asked for Print Management update from Don Rainwater next month
- **Old Action Items**

Adjourn 11:15 am