MEETING MINUTES
IT MANAGERS COMMITTEE

DATE: APRIL 8, 2014
TIME: 8:30 AM TO 10:00 AM
LOCATION: UNIVERSITY HALL, ROOM 450
CHAIR: DOM FERRERI, CO-CHAIR: ERMA FRITSCH
BUSINESS

SIS Update – Matt Hartman
The University selected Oracle’s PeopleSoft for the new Student Information System (SIS). ioConsulting is the implementation partner. Functional training will start on 5/19 and continue through the summer. The technical training for the staff at Victory Parkway will be scattered through May, June, and July. Approximately 85 people, including staff from ioConsulting, will be moving to the Victory Parkway campus around 5/12. The co-chairs for the project are Doug Burgess and Robyn Pittman. Gary Grafe will be the technical lead.

UC has a site license for Oracle Database Enterprise Edition, Tuning Pack, and Diagnostic Pack. University Hospital is not included in the site license but the College of Medicine is included. The long-term goal is to provide hosting service.

The UCIT Communications team will schedule Town Halls once more information has been determined. Send Matt questions in email.

Pharos Uniprint – Paul Schwab
Campus-wide printing dropped 60% the first year of Uniprint. We have 125 devices located in 70 locations. Below are statistics for spring semester 2013:

Total Pages Printed: 1,945,830

<table>
<thead>
<tr>
<th>College/Unit</th>
<th>Pages Printed</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;S</td>
<td>29,212</td>
</tr>
<tr>
<td>CCM</td>
<td>44,652</td>
</tr>
<tr>
<td>CECH</td>
<td>3,297</td>
</tr>
<tr>
<td>Law</td>
<td>166,594</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>102,239</td>
</tr>
<tr>
<td>Med (HSL)</td>
<td>255,262</td>
</tr>
<tr>
<td>Clermont</td>
<td>197,789</td>
</tr>
<tr>
<td>CAHS</td>
<td>73,912</td>
</tr>
<tr>
<td>Athletic</td>
<td>15,624</td>
</tr>
<tr>
<td>UCIT</td>
<td>299,295</td>
</tr>
<tr>
<td>UCLIB</td>
<td>757,954</td>
</tr>
</tbody>
</table>

18,583 people used a Uniprint-managed printer during 13SS.

The cost is 7 cents per page for students and $10 – $25 for poster printing. The cost has not increased since the implementation of Uniprint. UCIT provides students with $10 worth of free printing per semester and colleges can add to that amount.
There are issues with some printers but HPs work almost perfectly. Uniprint does not support mobile printing. UCIT is evaluating PaperCut and Pcounter, to replace Uniprint. They support mobile printing and will be tested over the summer.

The committee discussed the need for a comprehensive managed print system solution that includes printers and end-user support for the whole campus. We should consider third-party vendors and Campus Printing for providing the whole printing system.

One of the problems with outsourcing printing to a third-party vendor is they may not provide free prints for students. Campus printing may charge 10 cents per page. A study is underway at other universities that have implemented whole campus solutions, including a cost analysis per page and UC’s Efficiency Council is also performing a study. Dom will take the printing issue to the IT Council.

**Enterprise Desktop Standards Task Force – Eric Tribbe**
Eric presented the matrix his subcommittee created for desktop standard configurations for running UC enterprise applications. They identified most of the enterprise applications and asked for input from this group to add any that were missed. The matrix focused primarily on Windows OS initially but the subcommittee will develop more standards for the Mac OS in the future. They will continue to meet and develop a mechanism for keeping the matrix updated. Another future goal is to create scripts for creating basic desktop builds. Eric will post the matrix on the IT Manager SharePoint site. Email him to add to the matrix or for questions about it.

**AFit and UCIT – Dom Ferreri**
As of March 31, AFit merged with UCIT to create a new Client Services unit, which includes the UCIT Help Desk. Dom is the AVP for this unit. This merger is a result of the IT@UC Strategic Plan for better utilization of shared services. Client Services will form an enterprise service desk that includes Desktop Services. Desktop Services will provide support for the whole desktop lifecycle, from purchasing and managing to disposal. There will be a formal program for service management using ITSM concepts. Dom will provide updates to the committee as this new unit develops.

**Mass Storage – Don Rainwater**
The cost for the on-campus solution purchased from RoundTower will be 4 cents per GB or 11 cents per GB including data backup. This will replace the departmental shared storage on UCFilSpace, which cost 23 cents per GB. The UCIT Systems/Device Management team plan to have it installed and ready for use in 60 – 90 days. When it is ready, they will provide a presentation for this committee and documentation for connecting to it.

UCIT is currently in negotiations to add Box.com as a service provider of secure cloud storage for personal use, and availability is tentatively planned for this summer.

**Data Center Update – Megan Pfaltzgraff**
The Task Force presented their recommendations to Executive Committee last week. The hot site for disaster recovery and business continuity will be in a new building located on UC Blue
Ash campus at a cost of approximately $8 million, which includes a 20% contingency. The midterm plan is to partner with UC Health to build a shared data center. The Executive Committee will present it to the Board of Trustees at their next meeting. UCIT OIS will hire a disaster recovery specialist position who will work the Architect’s office and individual departments to develop unit specific plans.

**McAfee ePO - Bo Vykhovanyuk**
CCM, CECH and Hoxworth have joined the centralized service. There are 5000+ machines connected out of the approximately 20,000 hard-wired UC computers on campus. OIS hired a new staff person to specialize in ePO. When his training is complete, he will meet individually with units to help them connect to the ePO service. ePO is a centralized service from a UCIT server but agent software needs to be installed on every machine. This can be done via ePO.

Bo also advised the group that OIS would be sending an email message this afternoon warning about vulnerabilities in Open SSL. He recommended revoking certifications, requesting new ones and then changing passwords for systems that were affected.

**eLearning – Chris Edwards**
The name for the University’s eLearning ecosystem, Canopy, was announced at the Connecting the Dots event on March 27th. Marketing is working on a campaign.

Collaborate, the pilot tool for web conferencing, is not meeting the campus needs. The Canopy Steering and eLearning Committees are going to start looking for alternatives. Collaborate will be available from within bblearn system for the rest of this academic year. It can be used and the Canopy upgrade team welcomes feedback. Bb may still be able to fix the problems. One advantage of Collaborate is that it is embedded in Bb and available as an enterprise tool. Adobe Connect and Lync were discussed as possible alternatives but Lync is not as feature rich as Collaborate. Chris will share the matrix Carolyn Stoll, CAHS, created for comparing Collaboration and Adobe Connect.

**AD and SSCM Discussion - Dan Kuhlmann**
In support of UCIT’s effort to consolidate the distributed AD’s into a central enterprise AD (ad.uc.edu), members of the UCIT’s shared services team has partnered with COM to implement an SCCM solution with in ad.uc.edu. The goal is to provide a single enterprise deployment of SCCM for the IT professionals to use within their respective divisions inside of AD.UC.EDU. Ultimately, the IT professionals will be able to proactively manage the entire lifecycle of all Windows devices their responsible for. This implementation would be very similar to how we use the enterprise deployment of ePO.

To help facilitate and validate best practices for the proposed SCCM architecture the group engage a Microsoft SCCM deployment expert. The group now has a Microsoft endorsed architectural design and are now in the process of procuring the server hardware to support the implementation. Baring no unforeseen obstacles, it is expected to have the environment ready in the next 3 to 5 weeks.
ANNOUNCEMENTS

IT@UC Tech Expo
The IT@UC Leadership Academy is sponsoring a Tech Expo on September 12, 2014 in TUC. Contact Pat Krekeler or Dom Ferreri if you have something you want to showcase or if you want to suggest vendors to participate.

IT EXPO
On Tuesday, April 15, the third annual Information Technology Expo will be held in the UC Rec Center from 8:30 a.m. to 2:30 p.m. The event features guest speakers, senior projects on display by undergraduate students in information technology (IT) and computer science (CS), as well as vendor booths.

ACTION ITEMS
- Chris Edwards – Send the web conferencing tools comparison matrix created by Carolyn Stoll
- Dom Ferreri – Take the printing issue to the next IT Council when Efficiency Council report is released
- Erma Fritsche – Schedule Bb SP13 and eLearning tools training for the IT Managers with Melinda Rhodes-DiSalvo
- Eric Tribbe – Post the desktop standards document for running enterprise applications to the SharePoint site.

ADJOURNMENT
Meeting adjourned at 11:20AM.