IT Managers
Meeting Agenda

January 13, 2015
9:30 PM - 11:00 PM
University Hall, Room 450

Welcome and Meeting Objectives – Dom or Erma

Review and approve minutes of prior meeting – Dom or Erma

January 13, 2015

Call for approval and second:

New Business & Updates

- Catalyst Update – Gary Grafe (Gary unable to attend but he sent the following update)
  A. The following events are scheduled:
     1. Insider Access (Open Forum sessions)
        a. Topic: Academic Structure: Academic Structure is the foundation for all other components in the Campus Solutions system; this session will demonstrate the primary system set-up of UC’s academic structure.

        b. Locations/Time: Feb. 3 - Medical Campus; Feb. 4 - Uptown Campus; Feb. 11 - Clermont campus; Feb. 18 - UCBA campus; all sessions will be from 12 – 1p.
        *Further details can be found on our Catalyst website, under the Resources tab, then the Insider Access Schedule icon.

        *As always, these sessions will be publicized in E-Currents, UC Canopy, UCUAADA listserv, and our Catalyst website.

        *Also, we have and will continue to create videos of our Insider Access sessions (at the conclusion of the roadshows), so folks who miss the actual sessions will still have access to the content for later reference and use.

     2. We will hold our next Town Hall Meeting on Friday, Jan. 30 at 8:30a in Great Hall. The SIS project updates will include the Rollout Schedule and the Training Strategy. Faculty & staff are welcomed.

B. We now have a YouTube Channel for the Catalyst project: (URL: http://goo.gl/Xbqq5q); it will house our Insider Access videos, and other project content. All of the above information is available on our Catalyst SIS website at www.uc.edu/catalyst.

C. The UC Training Team has been fully assembled and they are currently working to fully develop our UC Training plan, and are deeply engaged in learning UC business processes
that will comprise the training content. We will also have 2 Sierra-Cedar Training specialists who will join our team in February to assist the creation of the training content.

- **Dell Roadmap session - Change in items Ultralight 12”, small form factor desktop; standard image ready?**
  - Dom will schedule session in February for all campus review to see the roadmap of their services and commodities
  - There will be samples of new products and demonstration
  - Client devices only however they would be willing to present to a smaller group anytime
  - Dom participates in weekly status meetings with Dell and will now move to monthly
  - Communicate issues with Dom
  - Brian brought up laptops purchased in November and just received it last week
  - Great deal of disappointment with delivery, configuration, and performance of devices and site
  - Dom distinguishing the “Smart Select” option which is actually pre-built; all ours are custom build so not the 3 day turn around
  - Report from Janet on delivery, request, and configuration variations, etc.
  - CDW-G and mediator with stock
  - Dell does not give warning of changes which impacts imaging
  - Site is performing, just not great site to work in
  - FedEx is now delivering to business rather than home delivery

- **IT Service Management charter & scope draft questions, comments? – Erma Fritsche**
  - Erma shared updated draft with the committee. Any comments or questions please send them via email to Erma. Members wanted to know ways they could increase support and buy in. Brief discussion: Megan & Brian:
    - Lead by example, start with incident management and wins to demonstrate process integrity
    - Scope the work to achievable goals and scale up with consistent, observable success factors met or exceeded
    - Suggestion – ITSM Program area – develop drafts for the process and workshops; time commitment potentials for distributed group(s) participation level

- **Server & Storage Survey – Dom Ferreri**
  - Initiative is coming from Core Services & Shared Infrastructure Committee
  - How do we identify what these services are?
  - Capital audit information should be pretty close for hardware; still need capacity of current servers
  - What hardware is around campus but not currently in the data center? Need this information to help determine new data center size
  - Distributed data centers (incomplete and questioned on audits)
  - Planning an opportunity to provide more robust services for getting all equipment into the data center in the future
  - Send updates to Dom ASAP

- **Canopy Update – Chris Edwards & Don Rainwater**
  - Next week (1/18/15) Blackboard will be on site
  - Wednesday January 21, 2015 Blackboard will be on campus all day for in-depth training session for Student Engagement and Grade Center, held in room 454 UHall,
  - In February there will be a Blackboard Outcomes demonstration
- Blackboard Outcomes will analyze learning outcomes and will help with accreditation for certain programs
- Kaltura – More onsite training is available
  - Scholar at UC will be repository
  - Media Space sites are the forward facing space for delivering content via Kaltura and have been set up for those who can support them
- Kaltura has a new capture agent
  - HTML5
  - cross platform
  - testing to end of month and then planning end of month roll out
- iOS is still not working per Brian V. – Don H. working on this being addressed per Apple’s promise
- Training will be offered through Kaltura
- Questions to Don H.
- eLearning Speaker Series – Next session is January 29th in Alumni Center
  - Speaker is Bill Rankin, Director of Learning at Apple
  - Canopy & eLearning team will have a debrief meeting following this speaker in the series
- 3T conference at Clermont – April 11, 2014
  - Canopy will have 10 session
  - Luis Perez will be a keynote speaker - worth attending the conference just to hear him speak.
  - He is an expert on accessibility
- Consultation days were last Thursday and Friday for faculty
  - During meetings they were able to develop their eLearning classes.
  - It was a success and CET&L will likely offer it again.
- Echo 360 Evaluation – Phase 1 pilot finished
  - Responses were positive but not enough to make a statement that represented everyone with confidence.
  - Will continue to move forward with usage, seek feedback through spring semester before making a recommendation to IT Council
  - Phase 2 has identified at least 15 faculty members who are interested in using Lecture Capturing Tools; Chris will update members when he gets more information.
- Web Conference Task Force
  - Work is complete and final report is being reviewed by the eLearning Committee
  - Recommendation is WebEx then Adobe Connect in parallel with Collaborate
  - A new version of Collaborate will be released in March. When that happens a decision will have to be made between WebEx and Collaborate.
  - Questions? Megan can we decide on cost restraints now? Chris, Web Ex wants our business so they may be willing to negotiate
  - Jorin – What does Web Ex give over Adobe Connect? Answer: HTML5 and it has deep integration with LMS
  - Birsen asked how WebEx integrates with the COM LMS (LCMS+).
  - A web conference solution must be identified before next fall
  - Rachel Valerio, UCIT-eLearning, is the contact point for the streaming and lecture capture pilot products
• Rachel will help develop best practices and use cases.

• **Data Center Update – Megan Pfaltzgraff**
  o Formal final sign off on the project charter by project sponsors
  o Finalizing site selection criteria
  o Working with members in the architecture office and UC Health
  o Next month they will have enough sites to focus on ranking and grading
  o A potential option would be the state of Ohio collaborative data spaces
  o Funding plan, financial model, and operating plan under review
  o Disaster recovery with the SOCC update
  o Don Rainwater/Dan Kuhlman – networking being configured
    ▪ Hardware ordered
    ▪ January 26, 2015 ready with network at UC
    ▪ Transport equipment from HPB in Business Continuity
    ▪ 1000sq ft and 3 rows with 28ft for racks
    ▪ Planning move for early February – Catalyst project is driving this timeline
    ▪ End of March possible to have the site online and ready for use

• **Box Update – Don Rainwater**
  o 500 participants for pilot
  o Use cases developed and ways of using system
  o Restricted data on Box is remaining piece and seeking resolution as soon as possible
  o Box is available for use, not promoted
  o Formal announcement in two weeks
  o Uc.edu/ucit/box to activate account
  o 50 GB quota to start
  o Questions to Don Rainwater
  o When leaving UC – how is account handled?
  o Keep account when they leave – separation is still being worked out at this time

**What have you heard?**

There was a brief power outage early Sunday morning.
  • Electric loss of one full phase which continues to have fall out this week
    Underground cable was severed – age and water caused the failure

Imaging for licensing & activation for Windows when MAK vs. KMS

Yu Chin – Biology professor, Ken Petren, is the new A&S Dean
  • Instructional design priority especially for eLearning
  • Open position to fill in A&S – Info Analyst

Dan Kuhlman – Any recent discussions about IT pay?
Brian Verkamp – Review of titles?
Dom – HR is currently looking into it.

Aaron Drucker – password changes?
How do they handle laptops that are not on the network?
Brian V. wireless first? How does that work?
VPN first when off campus, new agent allows once however what about permanent first authentication?

Brian – why is wireless authentication necessary for workstations that are owned and purposed to lab or classroom, why is authentication needed? Options? Is this worth further conversation?

Kb.uc.edu – Andrew, documentation for College of Business scoped

**Action Items**

**New Action Items**
- Dom – Topical Committee governance decision item submission – create a consistent process across committees
- Erma and Dom to review UCIT participation and adjust membership based on new organization; consider process for transition from current chair to co-chair; considerations for recruiting next co-chair

**Old Action Items**
- Dom Ferreri – Take the printing issue to IT Council when Efficiency Council report is available

**Adjourn**