IT Managers Committee Meeting Minutes
September 9, 2014

Welcome and Meeting Objectives – Dom Ferreri
Review and approve minutes of prior meeting – Dom or Erma
July & August Meeting Minutes Approved

IT Managers Committee SharePoint Site
IT Governance on Office of Provost Site

New Business & Updates
  • **Echo360 Update** – Chris Edwards and Don Rainwater
    o Phase 1 lecture capture has appliances installed in 27 rooms
    o Overall recordings are going well but some problems with dual screen setups - particularly in LCoB
    o Echo came to campus to help resolve problems
    o Over 150 classes are active
    o UC’s pilot is equivalent to some of Echo360’s larger production sites
    o Echo has been very responsive to our needs
    o Echo coming back to campus Oct 9th and 10th
    o Phase 2 kickoff starts on October 16
    o Dr. Russell Mumper, Vice Provost for Academic Affairs at the University of Georgia, will give presentation on flipping his classroom and active learning
      ▪ An announcement will be posted in the eLearning Canopy bi-weekly newsletter.
      ▪ Presentation will be in 103 Proctor Hall from 1:30 – 3:00
      ▪ The room seats about 240 people, no RSVP will be needed.
    o Phase 2 will include Lecture Tools, which allows students to take notes during lecture and interact
      Possibly will replace clicker technology and be a nice addition to lecture capture
  • **Kaltura** – Chris Edwards
    o Paul Foster and Don Hodges will be co-leading.
    o Don has experience with Kaltura from his previous institution
    o Don will work fulltime for Kaltura one day per week for 6 months
    o Focus will be on CECH, UCCC CAHS, CoN, UCBA, LCoB with full implementation for them
    o Everyone will have access to Kaltura through the Bb building block Project
• More information to come soon

• **Bb Update** - Chris Edwards
  o Veterans Day (Nov 11) Bb will migrate to Isilon storage
  o Exact downtime will be communicated soon

• **Web Conference Task Force** - Chris Edwards
  o They narrowed the field down to 4 products and plan vendor demonstration for each one
  o Zoom and Adobe are the top choices
  o Task Force will make a final recommendation sometime in October

• **Data Center Update** – Megan Pfaltzgraff and Nelson Vincent
  o BOT approved moving the disaster recovery and business continuity site to the SOCC facility on OSU’s campus instead of building a new facility at UCBA
  o Includes 100 GB connection to campus
  o Mark Faulkner’s and Diana Noelcke’s teams are working on implementation
    ▪ Don Rainwater and Dan Kuhlmann will also provide updates
  o The SOCC is a tier 3 facility
  o UC is leasing the data center facility from SOCC and remote staff for restarting servers, etc.
  o Nine core business systems co-located, includes email, Bb, Identity Management, UCFlex, SIS, Active Directory, the new storage system, etc.
  o This is not full disaster recovery site, just core systems
  o The Data Center Task force has new members from Xavier and Cincinnati state joining UC and UC Health
  o They will be making recommendations for a new data center
  o UC Health is on a 3 – 5 year trajectory for a new data center

• **Dell Update**
  o Melissa Rowe is the new interim Dell representative for UC
  o Melissa attended the meeting to discuss what has and has not been working with the contract.
  o There are three ways to purchase equipment on the contract:
    1. PO
    2. Term Contract Release
    3. P-Card
  o Discussion took place on the various ways to streamline purchases from Dell
  o Preferred method is the P-Card
  o IT Managers should work with their Business Administrators and Purchasing to obtain temporary increases in P-Card limits for seasonal IT equipment purchases
  o There are delays with POs because it is a manual process to print and mail via snail mail and it causes confusion at Dell when PO orders are sent in email too
  o Dom will convene a small task for to review the models on the Premiere site and compare them with Dell’s Smart Select prebuilt options quarterly
  o Prebuilt computers are shipped from a warehouse in Nashville, Tn.
o Melissa committed to fixing the problems with the Dell Premiere website
o Dom will give Melissa the ability to send the weekly Order Status report to the IT Managers listserv
o Dell is creating a knowledge base for UC
o Melissa will work with Sam Patton and Dom to enable upgrading and downgrading on orders to add accessories, such as docking stations, monitors, etc. on the portal
o Melissa will work with Guy Youngblood (Dell) on the discounts for accessories
o Dell Logistics will work with the carriers (UPS, FedEx,) on delivery issues and hope to have them resolved by 9/15
o Dell will price match on a case-by-case basis as long as it is an equivalent purchase
o UC is working on implementing a procurement system, ESM Solution
o Nelson indicated Dell needs to demonstrate positive changes quickly
o Melissa will work with the new Dell rep, Janet, who is local to Cincinnati
o Melissa and Janet will work with an internal Dell project manager to improve Dell’s service to UC
o Melissa will send Dom the Smart Select catalog with equipment available in October

- **Password Task Force** - Dom
  o The first meeting is scheduled early October

- **Creative Cloud Update** - Dom
  o Was an issue with the download not allowing updates but it was resolved
  o Directions for mounting a drive, etc., need to be improved
  o License renewal is automatic for three years of contract
  o Submit a GetIT order to cancel license renewal before three year term ends

- **Statistical Software** - Dom
  o Need to issue new licenses earlier in August, before classes start next year
  o Dom will discuss this with Gary Casson

- **Box Update** – Don Rainwater
  o Meeting weekly reviewing use cases and developing marking plan
  o Reviewing if it is appropriate to store HIPAA and PHI data on Box.

- **IT Architecture Principles** – Dom
  o Feedback was submitted and incorporated since the last meeting
  o Review new document (attached) and suggest additional changes before the October meeting
  o A vote to accept will take place in October

- **SCCM Update** – Dan Kuhlmann
  o Greg Fish was leading project and is now on medical leave
  o UCIT is looking for outside resources in CoM to help with implementation
o Brian Verkamp offered a team member from CECH to work with UCIT

- **Print Management** – Don Rainwater
  - UC is planning to outsource print management
  - Contact Don Rainwater to participate in the RFP process

What have you heard?

**Action Items**

**New Action Items**
- Dom - Provide access to IT Managers listserv to Melissa to distribute the Dell Open Order report.
- Dom – Convene small committee to review Dell Premiere site and Smart Select products
- Melissa Rowe – Send Dom the Smart Select catalog
- Dom – Discuss statistical software license renewal with Gary Casson

**Old Action Items**
- Password policy changes – Create a small task force to determine best course of action for communicating and implementing 90-day password policy change – include Bo *(completed, first meeting is in October)*
- Erma Fritsche – Schedule Bb SP13, Kaltura and Echo 360 training for IT Managers
- Dom Ferreri – Invite Dell representative back to another committee meeting to review the full line of Dell products. *Completed*
- Dom Ferreri – Take the printing issue to IT Council when Efficiency Council report is available