IT Managers Committee Meeting Minutes
October 14, 2014

Welcome and Meeting Objectives – Dom Ferreri

Review and approve minutes of prior meeting – Dom or Erma

Call for approval and second: Brian Verkamp motioned to accept the minutes from the September meeting. Jay Kreimer seconded the motion. The committee voted unanimously to accept the minutes.

New Business & Updates

- TeamDynamix
  - A quick overview of the TeamDynamix Project and Portfolio Management (PPM) system was presented by Vernon Ferrell, Pat Krekeler, and Anisa Longe, from the UCIT Project Management Office.
  - The PPM system is being used to track projects in UCIT and a process is being developed for the university community to submit suggested enterprise-wide, centrally-funded projects to IT Governance (see attachment).
  - Committee members were asked to complete a survey to provide feedback on the tool and the process. The link to the feedback survey is: https://www.surveymonkey.com/s/surveyforppm

- UCIT OIS Team Charter
  - Bo Vykhovanyuk shared UCIT’s Office of Information Security Team Charter with the Committee (see attached). Information security has six primary areas of support:
    1. Governance & Compliance
    2. Education and Awareness
    3. Risk Management & Consulting
    4. Incident Management & Cyber Forensics
    5. Operational Management
    6. Disaster Recovery

  The Committee members were asked to review the charter and send feedback to Jane.hanifiey@uc.edu.

- Dell Contract Update
  - Communication
    - Dell has assigned a Project Manager at no cost to UC for a period of 3 months to help us work through any issues
- Weekly meeting w/Dell account team & UC leadership to track improvements w/Weekly Progress Reports
- Interim Dell Account Executive serving as mentor for new AE
- New Dell Account Executive, Janet Nacci (Cincinnati resident) will be introduced on 11/11
- Dell AE will be attending future IT Managers meetings in person as appropriate
- Dell will conduct bi-annual product roadmaps at a minimum

  - **Order Delivery**
    - UC and Dell working together to streamline the ordering process to reduce delivery time & improve end user buying experience
    - Creating Knowledge Base document to serve as repository for documentation of our joint business processes & points of contact
    - Dell has placed UC identifiers on each standard on Premier to reduce any confusion
    - UC is updating the Static Page/Intranet w/new Dell standards as they change
    - Dell / UC working to consolidate as many purchases to credit card as possible to avoid additional days added to delivery w/email or snail mail POs
    - Weekend deliveries – Dell is no longer allowing FedEx Home as a delivery option
    - Dell is providing automated Order Status reports weekly
    - Dell has provided SmartSelect analysis on your standards, products which ship in 24 hours
    - Committee members were asked to contact Dom if interested in participating in the fit-gap process for the Dell SmartSelect program and UC’s basic standards
    - UC needs to develop standards when completing the fields on the Premiere page for PCard purchases

  - **Premier**
    - All standards are now to current Dell products
    - Peripherals/accessories frequently purchased have been located on UC standards page for quick reference

- **IT@UC Service Management** (see attached presentation)
  - First objective is charter and scope
  - Committee core team is not fully defined
  - Must be treated as a program
  - Must have broad IT@UC participation
  - IT Managers want to review all initiatives before presenting to IT Council
  - Need to establish protocol to determine if IT Managers are in support of an issue
  - Protocol needs to be consistent across all governance committees.

- **Canopy Update**
  - Course templates are due today
  - Shells for spring semester will be ready on 10/22
  - Canopy celebration on 10/15
  - Dr. Mumper “Flipping The Classroom” presentation on 10/16
  - Chris Edwards giving a talk at TEDxCincinnati on 10/16
Bb will migrate to Isilon storage on Veteran’s Day (11/11) starting at 6:00 am - expect 2 to 4 hour outage

- Student Enrollments to be added on 12/15
- Bb upgrade to April 2014 version week of 12/19
- McGraw-Hill textbooks integrated in Bb reduced the cost for students significantly and shows up on tuition bill
- There were two days of Kaltura training last week - it’s very successful so far
  - CECH has a Kaltura public facing page
- Pilot Respondus LockDown Browser and Monitor software available for free until 12/21
  - Canopy team will work with Office of General Council to address policy issues
  - Students must be notified months in advance if they will be recorded
  - Cost is approx. $10k per year for enterprise-wide license
  - Only works in Bb
  - Shuts down all other apps and is administered via Bb
  - Will work with testing centers for students who object to using it or cannot load software

- eLearning Back Packs
  - Ten faculty will receive a back pack
  - The Backpack project team is reviewing proposals this week

- Articulate Storyline
  - UC is buying 50 – 100 licenses of the eLearning authoring software
  - New updates come with the license
  - Vendor agreed to fold other department purchases into the license agreement

- External Bb Hosting
  - UC will stop hosting Bb for external clients by end of spring semester 2015

**Data Center Task Force Update**
- Phase 2 starts on 10/20/14
- Includes Xavier, Cincinnati State, UC, COM (Mount St. Joseph is not participating)
- Contract nearly ready for hot site at SOCC
- SOCC implementation to begin in January 2015

**Password Task Force Update**
- Committee met and reviewed 90-day policy
- Many policies require 90-day password change
- IT Managers need to read policy and understand implications
- Must be implemented across all campuses to meet compliance
- Need campus-wide education program
- Nick Lott will create survey after education program is implemented
- Committee will research if MDM policy could be used to sync password changes with all devices

**Box Pilot Update**
- Has 300 participants including a couple of student groups
- Still developing policy on compliance data
- Will work with new Chief Privacy Office on policy
Go-live date is scheduled for end of October 2014

- Isilon Enterprise Storage Update
  - Migration is on-going
  - Contact Don Rainwater to migrate storage

- PC Standards
  - Recommendations to be presented at next IT Managers meeting

- SCCM Update
  - College of Medicine, Libraries, and Enterprise Services formed a small group
  - Microsoft came to campus and the service is up now
  - Group will be meeting weekly
  - Contact Eric Tribbe to participate

Action Items

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)
- Erma Fritsche – Schedule Bb SP13, Kaltura and Echo 360 training for IT Managers (Completed)
- 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

Adjourned: 11:00 am