MEETING MINUTES
IT MANAGERS COMMITTEE

DATE: DECEMBER 09, 2014
TIME: 9:30 AM TO 11:00 AM
LOCATION: UNIVERSITY HALL, ROOM 450
CHAIR: DOM FERRERI, CO-CHAIR: ERMA FRITSCHER
CALL TO ORDER

Dom called the meeting to order and reviewed the agenda. He welcomed a guest to the meeting, Janet Nacci, the new Dell representative for UC.

BUSINESS

Dell Representative Introduction - Dom Ferreri

- Janet Nacci is the new local Dell representative for UC
- She is dedicated to resolving issues to develop a consistent relationship
- Is meetings weekly with Dom’s team to resolve problems with work flow, order delivery, etc.
- Next step is to schedule roadmap meeting
  - Include specialist to do deep dive of all client options
  - Roadmap process will include overhaul of products and availability
  - UC needs more variety, more mid-priced options for equipment
  - Need an option of full-size desktop to accommodate PCI cards.
  - Roadmap meeting not limited to IT Managers
  - Dom will invite students, faculty, researchers, and interested staff
  - IT Managers should provide input and extend invitation to colleagues

- Many Premiere page and other improvements planned
  - New alphanumeric tracking number input at time of order
  - Tracking number printed on PCard statement to better track purchases
  - Possible standard format for tracking numbers is start with college or department abbreviation and then a meaningful number
  - Purchasing will send instructions (screen capture) with examples of how to use field on order screen.
  - Tracking number will be optional until determined if it is helpful
  - If helpful will become a required field

- Asset Disposition
  - Asset Management manages the equipment disposition with Dell
  - Departments are NOT being charged an extra fee
  - The fee shows as a separate charge but is included in the negotiated contract price

Service Management Charter Update (Charter Attached) – Erma Fritsche

- Correction: The ITSM program was a recommendation from the Efficiency Council as part of an initiative to create an Office of Service Management
- ITSM is in line with IT@UC common best practices.
- Other IT@UC Governance Topical Committees and IT Council will review charter
- Provide feedback to Erma

PC Standards & SCCM Update – Eric Tribbe

- Meeting monthly to standardize configuration
- Each image will have a separate item on the premiere site
- Considering standard image with just OS - no additional software
- Standard image versions for Windows 7 or 8, 32 or 64 bit (would be the campus select option)
- Will include McAfee in base configuration
- Software (32 and 64 bit options) to be added by department upon receipt
- Join to AD and use SCCM to deploy applications
- SCCM is being piloted in College of Medicine; 90% of machines have been deployed
- SCCM negates the need for individuals to have admin rights on their computer
SCCM steering committee is meeting weekly to determine standard set of applications for centralized repository
Agent does a full inventory of PC as part of the process

504 & 508 Compliance – Dom Ferreri
- Mark Faulkner and Nelson Vincent are working with Disability Services, Division of Student Affairs, and the Office of General Council to develop policies and a plan to bring web and eLearning environments into compliance with sections 504 and 508 of the Rehabilitation Act
- They are in the process of negotiating timelines with the Office of Civil Rights (OCR)
- A draft plan for 504 & 508 compliance needs to be submitted by March 2015 to the OCR.
- UC has to verify all digital interfaces, including third party technologies, meet the standards
- When systems are designed well, everyone benefits, not just people who have accessibility issues
- Expect more details in January

eLearning Update – Chris Edwards
- Reorganizing and rebranding old FTRC and Bb support team into Center for Excellence in eLearning
- Creating several new positions, including IT Instructional Designers (ID)
- Focus will be on using enterprise tools and developing partnerships with college leadership
- Canopy Speaker Series
  - Next speaker is Bill Rankin from Apple on Jan 29th

Web Conference Task Force Update
- Final recommendation is WebEx
- Has been presented to IT Council
- Bb Collaborate will be added as needed (no extra charge!)
- Adobe Connect is second choice if WebEx proves too costly
- WebEx may be willing to negotiate price for entry into higher ed market.
- Departments will not have to pay through charge back or other payment methods
- WebEx is h.264 compliant for full web conferencing capabilities, including tie in to video conferencing.

Articulate Storyline 2
- We have 100 licenses available
- Is a highly interactive eLearning authoring tool that plugs in to Bb
- Kent Meloy (from Red & Black Productions) is heading up the initiative
- Kent will work with eLearning IDs and college IDs to create a library repository

TeachAct Policy
- A draft has been completed
- UC Libraries are reviewing it now
- Chris will present it to IT Council early in spring semester

Lynda.com
- UC signed a 5 year contract
- Ben Hutchinson is developing team based training programs for departments
- Development is underway for a Bb building block to allow assignments down to the chapter level
- **Bb Negotiations**
  - UCIT negotiated two new products
    1. Analytics for Learn
    2. Outcomes - proactive for accreditation
- **Kaltura**
  - The pilot is underway
  - Kaltura Media Spaces (KMS) are being created for each pilot college and one central UC KMS (KMS is similar to YouTube channel)
  - Kaltura has a new personal capture app that is HTML5 and Java independent
  - Don Hodges and Paul Foster are the contacts
- **Echo360**
  - Lecture capture (phase 1) evaluations were sent to pilot faculty and staff last week
  - Evaluation results will be used to inform phase 2
  - Deb Brandenburg and Mike Mitchum will lead phase 2 (Lecture Tools)
  - Phase 2 pilot with small group of faculty to start in late spring or early summer semester
  - Departments can use Lecture Tools independent of Echo360 full application
  - Storage has been upgraded but not connected to Isilon
- **Respondus**
  - Remote testing app that is integrated into Bb.
  - Small group partnering with faculty to test this function
  - Contact Chris Edwards if interested in remote testing
- **New Positions**
  - Communications Coordinator – Will report to Emily Baute in UCIT PIO but will be dedicated to eLearning communications
  - ELearning Technologist (eLearning video specialist) responsible for Echo360, Kaltura, and Respondus
  - Director of Technology and Enhanced Learning - Responsible for emerging instructional design and technology

**Data Center Task Force Update** – Megan Pfaltzgraff
- Contract is finalized for SOCC; UC group performing site visit in Columbus this Friday
- Plans are to start installing equipment in Columbus facility in January
- Aggressive schedule to be operational late March/April.
- Phase 2 report for data center recommendations to be completed in July 2015
- Megan Pfaltzgraff and Diana Noelcke are co-chairs
- Currently working on high level requirements and site selection criteria
- Have six (6) possible build sites and One (1) lease site (CyrusOne) as options
- Partners are UC Health, Xavier, Cincinnati State, and UC
- Xavier and Cincinnati State likely to lease space out of CoM & UC data center
- HPB Data center live test on generator recently connected to Care Center was successful
- Installing 3rd UPS - will be complete and tested at end of this week
- Current data center may be repurposed and dedicated for research when new facility is completed
- HPB data center is also a primary node for NOC
Box Update – Don Rainwater
- Almost 500 participants including faculty, staff, and students; survey going out today for feedback
- Plan to go live in January
- Box has a set of approved third-party apps provided with contract, turned off by default
- UC and Box will vet third-party apps to ensure data integrity
- A process will be developed to request them and to determine if they should be enterprise-level if they are fee based (iAnnotate is an example)
- Third-party apps are NOT supported within Box contract; Helpdesk may not be able support them
- Restricted data is still an issue - OIS is working on defining best practices for restricted data
- Plans are for policy/guidelines to allow restricted data on Box by fall semester
- One strategy might be to have electronic FERPA acceptance form on Box
- The newly hired Risk Assessment and Compliance Officer is working with Box team
- Box has 200 TB of total storage, 25 GB of storage per user available for standard account but can be increased
- Box has a robust presence in Lynda.com.
- Erma working with Libraries to develop Box training program
- Box is more than storage and training can help identify other benefits
- FAQs and knowledge base documentation are being developed along with plans to better integrate with Bb.

Winter Season Days
- UC campuses will be closed except for essential employees 12/25/2014 – 1/4/2014
- IT@UC Service Desk will be limited to emergency service only (very limited)
- HR website has a Winter Season communication with all departments’ availability
- Special emphasis needs to be made to communicate to adjunct faculty who may be looking for support for Bb course building

Printing Services – Don Rainwater
- Don is meeting with Printing Services - goal is to move printing out of UC Labs.
- Need a senior leadership sponsored program to support a holistic print managed program (UK is an example of this)
- Efficiency Council is reviewing campus-wide printing and will determine if a senior leadership team needs to be formed to support it

What Have You Heard?
The committee asked for an update on recent intermittent internet outages and discussed the need to develop a better communication plan to inform IT Managers of network outages in a timely manner.
- Better notification process would reduce Helpdesk calls
- Incident management is part of the ITSM program Erma is developing and will be one of the first issues addressed in January.
- Twitter and email will be used for incident management, which will reduce the time it takes to get notice out for major incidents.
- New goal is to just report the news and not wait for the technical verification of details
- Preliminary details will be shared with the UC@IT Managers listserv
- UCIT needs assistance from the IT Managers Committee members to provide feedback and share information within department to improve incident management communications
ADJOURNMENT
The meeting adjourned at 11:09 AM.

Link to IT Managers SharePoint Site