**Monthly IT Manager’s Meeting Minutes**

**Date: 05/12/2015**

- **eLearning/Canopy Update**
  - Echo360 Lecture capture system pilot – Mike Mitchum
    - Apple announced that they were going to discontinue support for podcast capture.
    - Started Echo360 Pilot in Fall 2014 until Spring 2015
      - UC Purchased 15 appliances, other colleges purchased nine more for a total of 24 appliances
      - 150 faculty participated in the pilot
      - Each college had a dedicated tech support group
  - Post-pilot survey
    - 143 students responded (of 2500)
    - >70% watched or listened to lecture captures
    - 15 faculty responded (out of 75)
    - 100% said that they would use it again
  - Pilot outcome
    - Usage analysis showed peak utilization around test times during the term
    - System scales well and meets faculty needs
    - Decision to adopt as university standard
    - 15 additional capture devices for Fall 2015 pilot
    - Colleges are buying in, may have more involved

- Active Learning Platform
  - Approximately 20 faculty in 2\textsuperscript{nd} phase
  - Implementing ALP (Active Learning Platform)
    - Cloud-based solution
    - Better streaming capacity, 1/3 lower bandwidth and storage rates

- Questions
  - Will storage issues from Phase 1 Pilot be addressed?
    - Data has been moved to new EMC Isilon storage system to increase availability of storage
    - With ALP storage will be in cloud for some uses, eliminating limits
    - On-premise and cloud-based licensing through Fall of next year
  - Will there be training?
    - Training sessions for 2\textsuperscript{nd} phase of pilot will be scheduled
  - How will support be handed?
• Building a knowledge base
• UCIT will also help support
• ALP is a SaaS model and Echo360 will help with support
• Added eLearning support staff
  ▪ Growth projections
    • No specific projections at this time
    • Assumption that it will ramp up as additional appliances are purchased
    • Faster adoption rate than previous Apple solution
    • ALP statistics to show usage
  o Other benefits of this system
    ▪ Ability to search/skip to specific topics by uploading/editing content
      • Students can view only specific portions of the capture
    ▪ Tool allows users to fast forward
    ▪ OCR conversion of slide content
      • Keyword searching for slides
    ▪ Students can have slides ahead of time with FLIP pedagogy
      • Allows them to flag questionable content before the lecture
- **New Attendees**
  o Tina Meagher
    ▪ New staff in UCIT – Center for Excellence and eLearning
    ▪ New Video Support Specialist
  o Tim Bucher
    ▪ Senior IT Director at UC Foundation
    ▪ From Xavier
- **AirWatch – Bruce Burton**
  o Mobile Device Management system
    ▪ Also able to manage desktops
    ▪ Apple iOS/OS X, Android, Chromebook, Blackberry, Windows 7/8+, etc...
  o Management for BYOD, doesn’t focus on managing the device itself
    ▪ Focus is managing content and use types through container-based profiles
      • Containers can be configured to specific user role
      • Containers can be assigned to users by role
      • Applied through hierarchical approach
        ▪ Push policies down from top
    ▪ Allows deployment of specific apps through app store and control on installed devices
  o Requires users to subscribe for management
    ▪ Easy rollout from central IT, users can enroll through a link
  o Allows UC to customize end user experience
  o Training is available, there are multiple options for different needs
  o Use cases
    ▪ Device loans
      • Ability to check devices in/out
      • User would have to provide credentials to start using the device
• Great use case for libraries, ability to loan devices

  ▪ Content Locker feature
    ▪ Encrypted access to cloud storage
    ▪ End-user interface to enterprise storage that is already in place
    ▪ Can set policies based on content type to limit distribution, etc...

  ▪ Distribute apps to mobile and desktop platforms
    ▪ Desktop:
      o Replaces desktop management tools, like SCCM and others
      o Provision software updates
      o Rollout applications to large groups in University
        ▪ Applications can be pushed with Content Locker w/Windows 8+
    ▪ Mobile:
      o Ability to purchase multiple licenses, at reduced prices, up to 50%
      o License per user and reuse license when a user leaves
      o Build an application catalog
        ▪ Easy to define/highlight supported apps through catalog
        ▪ Catalog can be pushed down through device enrollment
        ▪ Individual colleges or departments can define apps that will be pushed to device for their students
        ▪ Push network and security policies
        ▪ Enforce email policies
        ▪ Push University Apps, such as Nightride

  ▪ Questions
    ▪ UC Health also uses profiles, some users would be logging into University, UC Health, and Children’s networks
      o Only possible to have one profile per device
        ▪ Need to investigate possibility of installing one system with multiple top-level containers
          ▪ One for UC Health, University, Children’s, etc..

  ▪ Plan to work through University Apple Store
    ▪ Auto-enroll for devices that we distribute
    ▪ There is a meeting set up with Apple to define a program so devices are automatically enrolled in AirWatch
      o Working with bookstore and other colleges to set this up

- **Architecture Principals document – Gary Grafe**
  o Some edits have been made to document by various groups, mainly Information Security
  o Vote for approval by committee members: Approved

- **Catalyst update – Gary Grafe**
  o Rollout #1 occurred on Monday, 5/11/2015
    ▪ Includes curriculum and course catalog
    ▪ Infrastructure of servers and security put in place
    ▪ Hobson’s RADIUS also went live for recruiting
  o Future rollouts
- Rollout #2 scheduled for October 2015
  - Reporting, Admissions, records, applicants
- Rollout #3 scheduled for January 2016
  - Financial Aid
- Rollout #4 scheduled for March 2016
  - Student records, billing, reporting, degree audit, portal, mobile

  o Reporting systems
    - Data cache system
      - Data warehouse for reporting
      - Real time data updates from central system (within one second)
      - Important to use this system for reporting
    - CART
      - Used for analytics, dashboards
      - Provides a new way of looking at reports
      - All web based, no tools needed
    - Demo of reporting at next meeting
      - The demo will be scheduled one hour prior or after in same room

- Working groups – Dom Ferreri & Brian Verkamp
  o Consolidate software licensing servers on VMs
    - Evaluate consolidation by vendor, user, and application
    - Goal is to consolidate purchases, pool funding to obtain better pricing
      - Should we consolidate software license purchases centrally, instead of by individual colleges?
        o May cause some extra PO work, but yield overall cost savings
        o Approach vendors as Enterprise, instead of by smaller IT unit
      - Set up governance process to manage at enterprise level
        o Central license and purchase management
          - License at enterprise, gain pricing leverage
          - Pool of money, annually
        o Track renewals
        o Charge users and divide costs evenly
      - Include all costs
        o Needs to be transparent to show fully loaded costs
        o Include costs for servers, implementation, negotiating
  o SCCM
    - Microsoft helped configure SCCM server
    - Formed a group to configure
      - Library
      - Colleges of Business, Medicine, Nursing, and Engineering
      - Working well, need to expand infrastructure
        o Only one server
        o Need to establish separate distribution points across campus
        o Currently in process of establishing new distribution point in MSB
      - Multicasting helps distribute work load
• Testing
  o Imaged 27 PCs
  o Pushing programs to
    ▪ College of Medicine
    ▪ Enterprise Desktop Services
  o Are more sub-groups needed?
    ▪ Application packages pilot group?
    ▪ Enterprise distribution pilot group?
      ▪ Focus on OS, updates, everything for a standard PC install
      ▪ Everyone is doing that, could save effort/cost/time?
      ▪ Use PMO to help manage project of developing standard workstation?
    ▪ Group to create software list for entire campus?
  o Brian Verkamp will work to create appropriate sub groups
    ▪ Need list of sub-committees and members from groups out of this committee
      ▪ Jane will create a list
      ▪ Publish list on Provost website
  o Workgroup Information Repository
    ▪ Should information be distributed via SharePoint or Box?
      ▪ Some use SharePoint, others use Box
      ▪ Don Rainwater and Jon Adams should explore that integration

- Print Management – Don Rainwater
  o UniPrint devices are sent to central services
  o Pricing down to $0.06 per page
  o No free prints
    ▪ Negative feedback, no support for getting rid of free prints
    ▪ How do you manage free prints for each college centrally? Do we pass costs to each college?
  o All money would go to Print Services
    ▪ College of Medicine concerned, no money for replacing equipment
    ▪ With central management, Print Services provides money for supplies and printers

- Announcements
  o Faculty Technology Showcase
    ▪ Event on Thursday, September 24, 2015
    ▪ Please encourage your deans to support this effort
    ▪ Faculty will present ways on how technology has changed their teaching
    ▪ Keynote speaker, TBA
    ▪ Letter going to deans, asking for funding. Approximately $500 per dean.