



Project Management Office
UC Information Technologies (UCIT)
University of Cincinnati
PO Box 210658
Cincinnati, Ohio 45221-0149

Suite 400, University Hall
51 Goodman Drive
(513) 556-9089

MEETING MINUTES

IT MANAGERS COMMITTEE

DATE: OCTOBER 8, 2013
TIME: 9:30 AM TO 11:00 AM
LOCATION: UNIVERSITY HALL, ROOM 450
CHAIR: DOMINIC FERRERI AND ERMA FRITSCHÉ

CALL TO ORDER

Dominic Ferreri and Erma Fritsche welcomed the group and made introductions around the table. Dom reviewed the structure of the [IT Governance Councils](#) and said the meeting minutes, agendas, etc., will be posted on SharePoint and on the [Provost's IT Committees](#) website as well.

BUSINESS

Committee Charge

The charge for this group is to develop processes, systems, and structures that improve IT communications, collaboration, integration, and knowledge sharing across units and central offices. The committee will initially draft an IT Service catalog and service level agreements (SLAs) at unit and central levels based on Information Technology Infrastructure Library (ITIL). The group will meet monthly to make recommendations for identifying process efficiencies, such as the maturity of IT service management (ITSM) for the institution or cost efficacies such as consolidated purchases and virtualization.

Scope of Responsibilities:

- Supports the development of the University-wide Strategic Plan for IT in alignment with UC2019, Academic Master Plan, and Blue Ribbon Task Force on Academic Information Technology Report
- Technical support
- Emerging technology and operational innovation
- Efficiency of disparate services
- Resource sharing
- Training & professional development
- Policies and procedures
- Recommend funding models
- Annual report of activities to IT Council

Erma said a version of this committee has been meeting for 2 years and the first official meeting under the IT Governance structure was a review of activities and initiatives discussed to date. She provided an update on the rollout for GitHub and an overview of electronic classrooms. There are 158 centrally scheduled classrooms with varying levels of technology installed. This group needs to develop a recommendation for a cost model to manage them for long-term sustainability and look at creating a formula to include ITIE and other funding sources.

Lecture capture/streaming and virtualization are two other initiatives for this committee to address.

Erma referred to the last IT Council meeting minutes for other updates of note for the Blackboard and SIS update timelines.

TEAL Update - The Library developed the [TEAL](#) project in collaboration with CET&L. This is a pilot project funded for two years and faculty will evaluate and provide feedback. Erma invited everyone to come to the main Library to see it.

There was discussion in the group that better coordination is needed between CET&L and UCIT. Pam Baker is the CET&L liaison and Don Rainwater is the contact for UCIT.

McAfee Update - Dom asked for an update on the McAfee EPO encryption status. Dan Kuhlmann is working on this with Bo Vykhovanyuk and Emily Morgan. Dan and Emily will update the group when they are ready for the rollout of the next steps, which should be by 10/14. Bo clarified that the current version of the EPO server is the compatibility piece that is causing the problems, but that McAfee is coming to campus to help resolve the issues and it should be ready on 12/1/2013.

Mobile Device Management Update – Seth Thompson, from CoN, deployed Airwatch, the mobile device management tool and reported it is working well in their pilot program. He volunteered to be available to help other units with the iPad specific configurations. He also advised to be aware that there are issues specific to the iPad and that Apple is not necessarily prepared for it to be used as the main device. Brian Verkamp also volunteered to share his documentation as well.

Diana Noelcke said the project is no longer in the pilot phase but is ready for enterprise-wide use. UCIT purchased 1000 licenses and College of Nursing is using 300 of them. While there is no definite pricing structure in place yet she said it would be a one-time cost to purchase them. Bruce Burton is the UCIT contact person. She asked Seth to work with Bruce and Brian to present a demonstration using Airwatch to this group at the next committee meeting on 11/12/2013. Erma will follow up with them as well to create documentation for the best deployment scenarios.

Cloud/Storage Update - Don Rainwater is meeting with RoundTower Technologies this week to assess the storage needs for users on UCFileSpace, for a possible UCFileSpace 2.0 solution. Diana asked RoundTower to provide multiple options to offer the best solution for each college's needs.

Brian said he deployed Novell's Filr and is impressed with the product. It supports all devices, is a private cloud and can be configured for personal and shared space. It auto-syncs from the desktop and has encryption features. Don said VMWare has something similar to Filr and invited all to a demonstration on 10/23 to preview it. Contact him for details.

Wade Hedgren asked about firewall security issues with these products. Any tool that doesn't meet the gold standard set by Dropbox won't be widely used.

Data Center Update - Megan Pfaltzgraff said her committee is preparing a recommendation for short, mid and long-term upgrades for the data center. They are looking for other partners also on the IUC contract and exploring the possible use of data center pods. They will visit CHMC and Emerson in Columbus in the next week to see their pod solutions. A second UPS is scheduled to be online by the end of the year. They will draft the first conceptual design at the meeting on 10/17/2013, with the hope of having a final recommendation ready by the end of the year.

NEW BUSINESS

Active Directory Consolidation – Dom said most infrastructure is in place but waiting on a NOC upgrade to finalize the AD consolidation. Contact Don Rainwater or Dan Kuhlmann to participate. Dan said they have created good documentation and will share the lessons learned with others. Yu-Chin Fu, from A&S, has a problem with AD consolidation on their 2008 Windows sever. Don is the contact for this project and will work with her to resolve the Windows server issue. Several in the

group said they are happy to stop supporting their legacy systems and anxious to see this consolidation finished.

Browser Compatibility Issues – The committee discussed ideas for managing the fallout of the various application and browser compatibility issues. There are not enough resources in R&D for adequate regression testing. We need to identify the enterprise applications and develop standards for the PC and Mac platforms. Dom wants to establish a permanent subgroup from this committee to draft an optimized set of standards and work with the community at large to communicate them. The standard should be included in the Dell contract so that PCs are configured with it out of the box. Departments can further customize them to fit their needs but we need to start with a standard browser and configuration for specific applications. Contact Dom to volunteer for this subcommittee and submit suggestions for people outside this group to participate as well. Diana suggested Robin Pittman, from BCS.

Dell Contract Quarterly Check In – Dom will schedule a meeting for a quarterly Dell check in to obtain feedback on how well the contract is meeting our needs. Look for an invitation soon.

ACTION ITEMS

- Committee Members - Develop a cost model for long-term sustainability for electronic classrooms.
- Committee Members – Draft an IT Service catalog and service level agreements (SLAs)
- Committee members – Create a recommendation for the best tools to use for lecture capture/streaming and virtualization.
- CET&L and Don Rainwater’s group – Develop better coordination and communication for IT training and support programs.
- Brian Verkamp, Bruce Burton, Seth Thompson - Prepare and present demonstration of Airwatch at next meeting on 11/12.
- Don Rainwater – Work with Yu-Chin to resolve 2008 Windows Server issues with AD consolidation.
- Committee Members – Establish a permanent subcommittee and develop an optimized set of standards to address the enterprise application browser compatibility issues.
- Dom – Schedule a meeting for a quarterly Dell contract check in.

ADJOURNMENT

October 8, 2013 at 11:00 AM.