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## **IT Managers Committee Meeting Agenda**

**Tuesday, May 13, 2014  
9:30 AM - 11:00 AM  
University Hall, Room 450**

**Welcome and Meeting Objectives – Dom Ferreri**

**Review and approve minutes of prior meeting – Dom Ferreri**

### **BUSINESS**

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#### **Blackboard/Canopy Update**

Chris Edwards explained that Canopy.uc.edu replaced the link [Blackboard.uc.edu](http://Blackboard.uc.edu) and that it is a portal to a whole suite of eLearning tools. The term Canopy applies to the suite of tools as well as to the people and departments who support the eLearning technologies and efforts on campus. Canopy.uc.edu helps to expand the eLearning conversations by connecting all the dots. When users try to link to the old [blackboard.uc.edu](http://blackboard.uc.edu) they are redirected to an interstitial page with relevant Canopy information, and then redirected to the new Canopy.uc.edu portal page. Several members from the Canopy team have volunteered to partner with the UCIT Help Desk by sitting with them to help answer calls and questions. It has helped minimize callers' wait times by reducing the number of calls in the queue.

#### **Lync & Echo360 Pilot Updates**

Echo360 is a lecture capture tool that may replace Podcast Producer, which is no longer being supported by Apple. The Canopy team is recommending that the University support an Echo360 limited pilot program, to start in the fall semester. The recommendation is to purchase one capture device per college (approximately 15) and identify the specific locations later. Colleges may buy additional equipment if they want to expand the pilot in their unit, but we need to be careful that that we don't purchase so much equipment that we lock ourselves into using the product just based on cost alone. The Canopy team will be working with the Associate Deans Council to develop use cases and supporting documentation for colleges who want to purchase additional capture devices. The eLearning Communication team is making a concerted effort to reach out to the various colleges to develop better partnerships, especially with IT Managers, to share the new eLearning tools and technologies to add college context to using the eLearning tools. A new Learning Management Subcommittee (LMS) with representatives from several colleges and UCIT staff has been formed to act as an advisory group to the Canopy support teams. This subcommittee's charge is to review and establish policies and practices regarding how UC's LMS is managed. They will review new releases and system extensions, and make recommendations to the eLearning

Committee (and potentially the IT Council) about what software should be installed and when. They met once and established a time table to for when shells are to be created, enrollments are to be added or disabled, and when building blocks need to be installed. Chris Edwards will share the list of important dates with the IT Manager Committee. Jane will also include a list of Canopy talking points with the minutes, created by the Communications and Marketing team. Chris is working on a formal eLearning Committee report and will share that with this group as well when it is finished.

Because of all the problems associated with Collaborate, the web conferencing tool embedded in Blackboard, the eLearning Committee decided to terminate the pilot for it and are now recommending Lync as the web conferencing tool for distance learning classes. Lync is not a full-blown conferencing tool with all of the options of other products, like Adobe Connect, but it is a big improvement over Collaborate and we already have a site license for it. Before the start of fall semester, a small committee will be convened to investigate other conferencing tools, including Seevogh, which is available through Internet 2. We need a product that provides students, faculty and staff with exact same user experience.

### **IT@UC Strategic Plan Update**

Nelson Vincent, (CIO-UCIT) provided an update of the activities for the past year and shared the recommendations from the IT@UC Strategic Planning Committee (recommendations are attached). The committee started meeting in April 2013 and studied the campus needs, including holding listening sessions with every college. Nelson will share their report in various academic committees and is meeting with the Associate Deans at the end of May to develop more specific action items and next steps as a result of the committee's efforts. Feedback from the colleges indicates that communication is still the biggest issue and more work needs to be done to share information in a timely and consistent manner. He will also share the information with the committee regarding cluster hires.

Nelson told the group that Amin Shafie is retiring this week but he will come back on a short-term contract to wrap up the Adobe negotiations. He also said the state-wide effort to negotiate a better contract for the Adobe suite of products has broken down completely. Amin will do his best to negotiate for UC.

Nelson will come back to the June meeting and share the IT@UC final report and provide updates on other IT related initiatives.

**UCIT Enterprise Services Update** – AFIT merged with UCIT in April to form the Client Services Unit. They are still in transition and are working on plans to develop a full support service desk. They are considering offering backup IT services for small IT units in transition, e.g. when a key employee leaves the department. Dom will provide more updates as the plans develop.

**AD and SSCM Update Dan Kuhlmann** - Dan's team met with Microsoft to get their blessing for the SSCM plan, and they have identified the equipment needed to build out the system. The team is registered for 4four day workshop, offered by Microsoft, to focus on configuration and setup. The SCCM setup is similar to the ePO environment; it is a centrally provided service for servers for sharing policies, etc. They are discussing forming a virtual advisory team, which would include

members from the IT Managers Committee, to act as an advisory committee to assist others with similar builds. Dan will provide a formal timeline for implementation and send it to the group.

**Storage & Box.com Contract Update** – The Isilon storage has arrived and Don’s team is working on a final statement of work from RoundTower for the on-premise storage. The timeline to have it implemented and ready for use is 60 – 90 days.

The Box contract has been signed, and the plan is still to make it available sometime in the summer. After some discussion, it was decided that Don would develop a communication plan to explain the difference between the different types of storage options available. Eventually the cost for storage will be part of the bundles rate, hopefully in 2016, but for now the rates will be 4 cents per Gbps and 11 cents per Gbps including backup of data. As part of the communication plan, Don will include a use-case matrix with the details of types of services available and which type of storage users should use. The communication needs to clearly explain where to store restricted data and include the various cost scenarios, restoration services, etc.

**Open Discussion** – Dom said that time permitting, the committee will end every meeting with an open discussion period, titled, “What Have You Heard” to discuss rumors, open positions and allow for a formal question and answer period. A lively discussion followed which included some of the following:

- Shannon Funk resigned from the College of Business and the Associate Director in CoB is acting in her absence until they can find a replacement for her.
- Autodesk update - Amin will help finish the contract for it, and hopefully it will have a centralized licensing server. A small work group will form to resolve all the licensing issues before the license expires at the end of June. Nelson asked for volunteers from this committee to serve on the work group. Jane Combs will see who is willing to serve and forward the names to Nelson.
- Password policy issues – 90 days vs 180 discussion. OIS is still doing research and has not made a policy change/recommendation. The discussion about passwords is mainly focusing more on risk as a whole and the best way to educate the community about risks and security issues in general. One issue that needs to be addressed is working with internal audit to review access controls as it relates to changing roles of staff. For example, when to remove access for employees leaving the university. The new VP position in OIS will work with Office of General Council to review and improve all policies as they relate to IT and security.
- 100Gbps OARnet Connection - Diana said UCIT submitted a grant for connecting to the 100Gbps network and expects to know if they received an award in August. She said they have identified at least twenty-five user groups that would use it immediately.
- IT Expo – Pat Krekeler asked the committee to submit exhibitions for the IT Expo, sponsored by the IT@UC Leadership Academy, to be held on September 11, in TUC. She also asked for input for vendor displays as well.

- Bearcat Card Migration - Pat is the PM for that project and she said she would provide an update, which will include timelines, for the committee. She will send it to the group or update them at the next meeting.
- eClassroom Audits - UCIT is performing a classroom audit for centrally and college owned electronic classrooms. They are in the process of sending surveys now to colleges requesting information about classroom configurations for college-owned rooms. This request was initiated from the Council of Deans as part of the redistribution of ITIE funds. The audit does not include labs or specialty rooms and it does not mean that college-owned rooms have to become centrally scheduled in order to qualify for equipment upgrades. Diana is working with the Architects office to complete the audit. Contact her for questions.

## **ACTION ITEMS**

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- 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
- 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
- Dom Ferreri – Take the printing issue to the next IT Council
- Don Rainwater – Develop a communication plan, including a usage matrix, for storage options
- Pat Krekeler – Send update for Bearcat Card Migration plan to committee or attend next meeting to provide update
- Jane send meeting minutes link from SharePoint and Office of Provost’s website
- Chris Edwards – Send update important dates from the Canopy team meetings to the IT Managers Committee
- Nelson Vincent – Share the final IT@UC Strategic Planning Committees’ report with the IT Managers, hopefully in the June meeting.
- Nelson Vincent – Send the information regarding cluster hires to the IT Managers listserve.
- Nelson Vincent - Create a small task force to resolve the Autodesk licensing issue
- Jane Combs – Send task force volunteer names to Nelson for the licensing for Autodesk

## **ADJOURN**

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The meeting adjourned at 11:00 AM