

IT Managers

MEETING Minutes

January 12, 2016

9:30 AM - 11:00 AM

University Hall, Room 450

Welcome and Meeting Objectives – Dom Ferreri & Brian Verkamp

Review and approve minutes of prior meeting – Dom Ferreri & Brian Verkamp

Meeting minutes call for approval and second: December 8, 2015

- Unanimous approval

New Business

- Upcoming SAP Update for UCFLEX – Christine Street
 - A system upgrade is scheduled for April 11th
 - Will update the system by two versions
 - Christine's group will start communicating about the update towards the end of February
 - Personnel Change Request (PCR) moratorium starting the end of March
 - New browser support specifications:
 - SAP recommends Internet Explorer 11
 - No support for EDGE browser
 - No new training is required
 - Functionality after updates will be the same
 - Some changes in employee self service
 - Only screen layouts and colors will change
 - Christine will distribute a new requirements document to the group
- Dell/CDW updates – Brian Verkamp
 - Brian announced a meeting with CDW on Thursday, 1/14
 - All are welcome to attend
 - Details of the meeting and an invitation were emailed to the group
- Working Group updates – Michael Fiszlewicz
 - Meetings have been scheduled with each group during the last two weeks of January
 - Plan to go over charter
 - Goals were sent to the IT Managers committee last month
 - Each group has already met at least once and some continue to have regularly scheduled meetings
- Preferred Communication – Michael Fiszlewicz
 - Shared Survey Monkey results at the meeting (attached)

IT Managers Committee

Committee Co-Chair

Dominic Ferreri

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Committee Co-Chair

Brian Verkamp

Asst. Dean, College of
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Current Committee

Members

Jon Adams

Christian Amann

Andrew Becker

Clarence Brown

Bruce Burton

Gregory Crase

Mark Faulkner

William Frigge

Erma Fritsche

Yu-Chin Fu

Gary Grafe

Jason Green

Wade Hedgren

Don Hodges

Dale Hofstetter

John Hopkins

Vernon Jackson

Birsen Kaya

John (Jay) Kreimer

Daniel Kuhlmann

John Lawson

Emanuel Lewis

Harry LeMaster

Steve Morales

Diana Noelcke

Kent Norton

Megan Pfaltzgraff

Don Rainwater

Aaron Rucker

Benjamin Stockwell

Christine Street

Mel Sweet

Eric Tribbe

- Discussed options and similar notification processes that IT groups already have established
- Dom Ferreri and Erma Fritsche plan to consider these preferences while building the new ITSM platform.

- Service Management ITSM project update (off-agenda topic) — Erma Fritsche
 - Currently in the design/implementation phase
 - Evaluating requirements and trying to match them to the Gartner Maturity Level 3 guidelines
 - It may take IT@UC many years to outgrow a level 3 model
 - Using guidance from tools provided by EDUCAUSE and other IT organizations
 - TeamDynamix is one of the tools in consideration
 - Already a tool used on campus and meets our maturity goals
 - Explored by CECH, College of Business, and other colleges
 - Goals
 - Improve horizontal routing
 - Accommodate everyone's needs
 - Replace existing tools
 - Footprints
 - Other tools used by IT groups
 - Consider import/export and other compatibility issues
 - Need to survey other IT groups to determine what tools and features they are using
 - Start implementation at Enterprise level and move out to other groups
 - Plan to create and send out a survey prior to next month's meeting

- Information Security updates – Bo Vykhovanyuk
 - **Reminder** – Microsoft has officially dropped support for Internet Explorer versions prior to 11. Please update your browsers to avoid security issues.
 - Policy updates – ***Updated policies are attached***
 - Data Center Visitor Policy
 - Review prompted by PCI and Export Control needs
 - Currently only governs central data center
 - Should it also govern other data centers on campus?
 - Should it be optional, determined by the college responsible for that data center?
 - Should there be a minimum policy that applies to other data centers to enforce sign-in and PCI compliance rules?
 - Password Policy
 - Please review the new policy and provide feedback
 - One big change: Any system with restricted data must use multi-factor authentication.
 - IT@UC owns Duo, a multi-factor authentication tool
 - Risk Acceptance
 - Central IT will have six months to implement
 - Other IT units will have 12 months to implement

- Restricted Data Survey
 - Survey will be sent to department heads
 - OIS is looking to gauge understanding regarding restricted data
 - Committee members should encourage department heads to respond to the survey
 - OIS plans to perform remedial training, based on survey results
- Restricted Data on Box
 - OIS has been testing a tool that scans for restricted data and moves it into a specified folder
 - Currently in pilot with Systems/Device Management group
 - Security for the restricted data folder disabled replication to devices
- Print Management RFP status (off-agenda topic) – Don Rainwater
 - Working with HP to evaluate options
- Possible agenda topics for February
 - eProfessional
 - eClassroom
 - Google Search Appliance

Adjourn

Meeting adjourned at 11:10AM