**IT Managers Committee**

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**Current Committee Members**

Christian Amann

Andrew Becker

Bruce Burton

Gregory Crase

Mark Faulkner

William Frigge

Erma Fritsche

Yu-Chin Fu

Wade Hedgren

Don Hodges

Dale Hofstetter

John Hopkins

Vernon Jackson

Birsen Kaya

John (Jay) Kreimer

Daniel Kuhlmann

John Lawson

Harry LeMaster

Emanuel Lewis

Steve Morales

Diana Noelcke

Kent Norton

Rhonda Orzali

Megan Pfaltzgraff

Don Rainwater

Aaron Rucker

Benjamin Stockwell

Mel Sweet

Eric Tribbe

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**IT Managers**

**MEETING MINUTES**

**September 11, 2015**

**9:30 PM - 11:00 PM**

**University Hall, Room 450**

**Welcome and Meeting Objectives –** Dom & Brian

**Review and approve minutes of prior meeting –** Dom &Brian
Meeting minutes call for approval and second: August 11, 2015

**New Business**

* IT Managers Working Team(s) – Dom & Brian
	+ Membership options were discussed for several of the working teams:
		- End Point Management: Add someone from Paul Schwab’s and Tony Quallen’s teams.
		- Desktop Standards: Add the Dell rep and Sam Patton.
		- Mobile Device Management: Add Nick Lotts.
		- Software Licensing: Jason Jones
	+ Committee members were asked to contact Brian or Dom with additional nominations.
* Service Management Knowledge Base – James Saunders
	+ Integrated Services has been working to put together a comprehensive knowledge base that will provide users with self service support 24 hours per day.
		- The new knowledge base rollout will occur over three phases; Construction of Framework, Workflows, and Migration of content.
		- In the first phase, James is working to overhaul the entire user experience. He is getting screen shots and frameworks put together at this time.
		- The new KB will also have a feature allowing SME’s across the University to submit their own articles into the system. Workflows will carry the articles through the submission process. He hopes to have this phase complete by November.
		- The new portal will also have dedicated KB sections for each college, allowing them to maintain their own custom self service content. This feature is expected next year.
		- Other KB features include the ability to imbed streaming video and secure sensitive content.
	+ Drafts of the new KB site can be found using the following links:
		- <https://kb.uc.edu/PublishingImages/_UC-KB.png>
		- <https://kb.uc.edu/PublishingImages/_UC-KB_Theme2.png>
		- <https://kb.uc.edu/PublishingImages/_UC-KB_Article.png>
		- <https://kb.uc.edu/PublishingImages/_UC-KB_Search.png>
		- Please send any feedback to kb@uc.edu

* Scholar@UC – Linda Newman
	+ We have a new digital repository where you – or your grad student or delegate – can deposit your works, data, analysis – anything you might want to preserve digitally and make available world-wide. There’s no cost to you. It supports permanent DOIs, great findability on the web, aggregation tools, embargo options, metrics, etc. and we’re still improving it and looking for feedback. scholar@uc – have you heard of it?
	+ *Presentation emailed prior to this meeting.*
* IT@UC Governance Committees:
	+ Research & Development
		- Issues with Google Search appliance – The committee is looking to address search issues with UC’s website that are caused by poor data in the appliance.
		- Ohio Supercomputer – UCIT has partnered with Ohio Supercomputer, R&D is looking for ways to address the University’s supercomputing needs.
		- 3D Printing – UC SIM is launching a 3D printing service for researchers. The service will allow researchers to access 3D printing services for prototyping.
	+ eLearning
		- eLearning’s strategic planning process is underway. Please complete their survey at [www.uc.edu/elearn](http://www.uc.edu/elearn).
		- Caltura – Issues with Windows 10 caused problems for users in Capture Space. A Java-based web cam feature has been re-enabled until a solution can be found.
		- Don Henderson from Apple will be on campus on 10/29, speaking about eLearning as part of the Canopy Speaker Series.
		- WebEx – eLearning will increase communication about WebEx functionality, features, and issues.
* IT@UC Project Team: Updates
	+ Catalyst Update – Gary Grafe
		- *Presentation was emailed prior to the meeting.*

**What have you heard?**

* **Communication:** A central method to communicate campus-wide issues is needed outside of current email system.
	+ Is Nixile an option for communicating IT-related issues?
	+ Perhaps a generic Gmail account could be set up?

**Adjourned at 11:10 AM**