

## Core Services & Shared Infrastructure MEETING Minutes

March 9, 2017

10:00-11:30AM

University Hall, Room 430a

### [Current Membership Roster](#)

**Present:** Diana Noelcke, Anton Harfmann, Tony Iacobelli, Bruce Burton, Don Rainwater, Dom Ferreri, Jesse Fatherree

**Guests:** Jamie Byrne, Paul Foster, Greg Lloyd, Terry Kunky

**Apologies:** Eric Anderson, Ken Hirsh, Kerry Overstake, Stephen Young, Gary Grafe

### Review and approve Meeting Minutes (attached)

- Minutes were approved with no changes,

**Action Item:** **Action Item Update:** Don reported that he is working with the PIO to address Box login on the KB article but it is not finished yet. *It was determined that the activator button cannot be moved.*

### New Business

- **Concur Travel & Expense Project Update (Terry Kunky)**
  - UC is implementing Concur to replace the paper system for travel. It includes charges on PCards, out-of-pocket expenses. Reimbursements will be processed via Concur.
  - Approximately 610 pilot participants including select groups from A&F, CECH, Presidents Office, and Office of Provost. UC in the second week of the pilot. The project team meets weekly with representatives from pilot areas for review. A command center is located in University Hall to provide support to pilot users and will be available for go-live. They held several town halls on main campus and on branch campuses.
  - Concur training schedules will be available in eCurrents, on UCIT intranet, etc., starting March 30. Two-hour training sessions will be offered in three different session on Tue, Wed,

## Core Services & Shared Infrastructure Committee

### Committee Co-chair

**Anton Harfmann**

Professor, DAAP School of Art & Design

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### Committee Co-chair

**Diana Noelcke**

Asst. Vice President

UCIT Enterprise Shared Services

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The Core Services and Shared Infrastructure Committee will review and make recommendations on how the university should implement strategy, policies, processes, security, and services for shared IT infrastructure. The Committee will be led and facilitated by co-coordinators as detailed in the IT Governance guidelines. It will also have the responsibility to review and make recommendations concerning infrastructure and software for administrative information systems used by or proposed for the university.

Thu. Classes are based on type of usage. All of the information will be on the registration link. The project team will ask managers and directors to forward information to their staff as well.

- An additional benefit to the Concur program is that the system provides a map of where all UC travelers are in the world.
- Monthly training will be offered after the initial sessions and will be offered online as well.
- Receipts can be uploaded into Concur for a totally paperless system.
- Roll out date is April 25, 2017 university-wide. Use link below for more information:  
[www.uc.edu/af/travel](http://www.uc.edu/af/travel)

- **LMS Task Force Recommendations (Paul Foster, Greg Lloyd, Todd Foley, Jamie Byrne)**

- Bb has been lacking in product development and has lost overall market share.
- 60 people across all sectors who are affected by Bb participated in Task Force
- Canvas and D2I were invited for scripted demos after the market scan with students, faculty, and staff.
- Data was compiled on usability from surveys completed by students, faculty and staff.
- Canvas was the preferred product and most faculty were willing to participate in pilot
- The task force is recommending a small scale pilot with 10 early-adopter faculty in summer semester with option to continue using Canvas for fall semester.
- If successful will hold large-scale pilot in spring of 2018 with 100 faculty
- eLearning Committee approved small-scale pilot
- Still need to obtain approval from IT Council and meeting with Faculty Senate today
- If small-scale pilot is approved, the task force will work closely with pilot faculty. eLearning staff will have a 1-1 relationship with participating faculty.
- UC has issued an RFP for Canvas but can opt to cancel it if UC decided to stay with Bb product.
- This is a multi-year project and no decision has been made. If a decision is made after multiple pilots, finalization through governance, etc., there will be a transition period.
- Faculty also need to understand that UC will be facing major changes regardless of which vendor is selected because Bb will be migrating to a cloud service.
- Asking for \$113k to support summer and fall 2017 pilot.

- **Enterprise Voice Services Task Force Preliminary Report (Bruce Burton)**

- Current phone system platform was installed in 1998 and is at end of life.
- Diana commissioned a task force with representatives across the university.
- Goal of the task force was not to look at technical solution but at business processes now and in the future.
- Several guest speakers attended the meetings, including staff from Public Safety call center and residents hall RAs.
- Survey has received approx. 700 responses so far.
- Majority of users want the following options on a desk phone: display, speaker, ability to record calls, unified messaging, integration with Lync and call log.
- Overwhelming answer is not to use cell phone as UC phone but still want mobile capability. Dual ring on mobile and desk phone is an option and Find Me/Follow Me feature, which is customizable.

- Some systems will continue to be analog such as alarms.
- Survey response deadline is 3/10/2017 and final report will be submitted to Diana by 3/27/2017.
- Diana thanked Bruce and the task force for their work.
  
- **Portal Project Task Force (Diana Noelcke & Anton Harfmann)**
  - Jesse provided a mock-up demo for the portal for the ITCAC, who were in support of forming a task force out of CSSI for feasibility and scalability.
  - The task force needs a web services rep (Josette's team), a IDM (Jon's team) rep, faculty rep, Canopy team rep, and branch campuses (Eric Anderson), Don Rainwater.
  - Will require a security review before production so no need for an OIS member to sit on task force.
  
- **Core and Shared Services Definitions (see attachment - Diana Noelcke)**
  - Feedback from ITCAC was to categorize services.
  - Canopy – LMS, lecture capture, eLearning
  - Financials, HR SIS under BCS/erp/UCflex
  - Collaboration Services move to Core Services
  - Where does file storage fit? Add e.g. Box, shared drives, etc.
  - Email should be a Core Services
  - Add the word systems to Information Security and Voice Services
  - Add physical/virtual servers to shared infrastructure
  
- **Other Updates**
  - Don will have a printing services recommendation by end of next week to the committee
  
- **Adjourn**
  - The committee adjourned at 11:25 am.

[Core Services and Shared Infrastructure SharePoint Site](#)

# Examples of Core Services and Shared Infrastructure

## July 2016

### The Committee defined core service and shared IT infrastructure:

- ❖ Core Services advance the mission of the university and are ideally delivered by a central provider.
- ❖ Shared infrastructure is the hardware and systems that are the foundation allowing the delivery of IT Services.

### Core Services

- ❖ LMS
- ❖ Lecture Capture
- ❖ eLearning
- ❖ eClassroom Technology & Support
- ❖ UCScienceNet
- ❖ Research Directory
- ❖ Digital Repository
- ❖ Financials
- ❖ HR
- ❖ Student Information Systems (Catalyst)
- ❖ File Storage

### Shared Infrastructure

- ❖ Network (end-to-end)
- ❖ Identity Management (IDM)
- ❖ Data Storage
- ❖ Information Security
- ❖ Voice Services
- ❖ Email
- ❖ Collaboration Services (web conferencing, instant messaging, email)

## Clermont - Core Services

|                            |                                         |                 |
|----------------------------|-----------------------------------------|-----------------|
| <b>University Systems</b>  |                                         |                 |
|                            | 25Live                                  |                 |
|                            | A910 - Contracts                        | ESM Solutions   |
|                            | Bi-Query - Soon to be CaRT              |                 |
|                            | Bi-Web - soon to be CaRT                |                 |
|                            | Box@UC                                  |                 |
|                            | Canopy/Blackboard                       |                 |
|                            | Catalyst                                |                 |
|                            | CourseEval                              |                 |
|                            | Getit System                            |                 |
|                            | HR System                               | Success Factors |
|                            | Ohio Link / I Link                      |                 |
|                            | Onestop Services                        |                 |
|                            | R25                                     |                 |
|                            | Radius                                  |                 |
|                            | SAP                                     |                 |
|                            | SIS                                     |                 |
|                            | Space & Asset Management                |                 |
|                            | Survey Monkey                           |                 |
|                            | UCFlex                                  |                 |
|                            | UCFLEX Timekeeping                      |                 |
|                            | Uclid                                   |                 |
|                            | UCMail - Fac/Staff                      |                 |
|                            | UConnect Student Email                  |                 |
|                            | Universis - Soon to be Catalyst         |                 |
|                            | VPN - Junos Pulse                       |                 |
|                            | Web CQ5                                 |                 |
|                            |                                         |                 |
| <b>Access/Security</b>     |                                         |                 |
|                            | Bearcat Campus Card System              |                 |
|                            | Clermont Key Card Access                | Northern WinPak |
|                            | Emergency Broadcast Alert Systems       |                 |
|                            | Emergency Text Messaging                | Nixle           |
|                            | McAfee                                  |                 |
|                            | Qualys - Intrusion Scans                |                 |
|                            |                                         |                 |
| <b>Clermont Systems</b>    |                                         |                 |
|                            | Aviation Software Program               |                 |
|                            | Campus Labs - Baseline                  |                 |
|                            | Campus Labs - Beacon                    |                 |
|                            | Campus Labs - Compliance Assist         |                 |
|                            | Faculty Contracts System                |                 |
|                            | Tableau                                 |                 |
|                            |                                         |                 |
| <b>Data Sharing</b>        |                                         |                 |
|                            | Cisco Unity Voicemail                   |                 |
|                            | SAN System                              | ???             |
|                            | Sharepoint                              |                 |
|                            |                                         |                 |
| <b>Digital Signage</b>     |                                         |                 |
|                            | FourWinds                               |                 |
|                            | SAC LED Sign                            | Venus           |
|                            |                                         |                 |
| <b>Disability Services</b> |                                         |                 |
|                            | Read and Write Gold - University System |                 |
|                            |                                         |                 |
| <b>eLearning</b>           |                                         |                 |
|                            | Echo 360                                |                 |
|                            | Kaltura                                 |                 |

|                                          |                                                                                                                                                                           |               |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
|                                          |                                                                                                                                                                           |               |
| <b>Helpdesk/Work Order</b>               |                                                                                                                                                                           |               |
|                                          | Footprints - Technology Services                                                                                                                                          |               |
|                                          | Schooldude - Facilities Services                                                                                                                                          |               |
|                                          |                                                                                                                                                                           |               |
| <b>HVAC Systems</b>                      |                                                                                                                                                                           |               |
|                                          | Siemens Insite                                                                                                                                                            |               |
|                                          | Snyder Electric Inet 7                                                                                                                                                    |               |
|                                          | Snyder Electric Struxure Ware                                                                                                                                             |               |
|                                          | UC East - Automated Logic                                                                                                                                                 |               |
|                                          |                                                                                                                                                                           |               |
| <b>Image/Machine Management</b>          |                                                                                                                                                                           |               |
|                                          | Dell - Kace                                                                                                                                                               |               |
|                                          | Fog                                                                                                                                                                       |               |
|                                          |                                                                                                                                                                           |               |
| <b>Inventory Control</b>                 |                                                                                                                                                                           |               |
|                                          | Clermont - OpenAudit                                                                                                                                                      |               |
|                                          | Public Safety Key Management                                                                                                                                              |               |
|                                          |                                                                                                                                                                           |               |
| <b>Library</b>                           |                                                                                                                                                                           |               |
|                                          | Audacity                                                                                                                                                                  |               |
|                                          | ILLiad Client                                                                                                                                                             |               |
|                                          | OCLC Connexion Client                                                                                                                                                     |               |
|                                          | Screenomatic                                                                                                                                                              |               |
|                                          | SearchOHIO                                                                                                                                                                |               |
|                                          | Sierra (formerly Millennium)                                                                                                                                              |               |
|                                          | UC Subscription Databases:<br><a href="http://libapps.libraries.uc.edu/main/databases/inda_browse.php">http://libapps.libraries.uc.edu/main/databases/inda_browse.php</a> |               |
|                                          | UCLID                                                                                                                                                                     |               |
|                                          |                                                                                                                                                                           |               |
| <b>Network Infrs. &amp; Connectivity</b> |                                                                                                                                                                           |               |
|                                          | Network Switch Hardware                                                                                                                                                   | Cisco         |
|                                          | Wireless                                                                                                                                                                  | Aruba         |
|                                          |                                                                                                                                                                           |               |
| <b>Print Management</b>                  |                                                                                                                                                                           |               |
|                                          | Pcounter                                                                                                                                                                  | Pay Per Print |
|                                          |                                                                                                                                                                           |               |
| <b>Server Systems</b>                    |                                                                                                                                                                           |               |
|                                          | Windows Based Server Farm                                                                                                                                                 |               |
|                                          |                                                                                                                                                                           |               |
| <b>Social Media Services</b>             |                                                                                                                                                                           |               |
|                                          | Facebook                                                                                                                                                                  |               |
|                                          | Instagram                                                                                                                                                                 |               |
|                                          | Twitter                                                                                                                                                                   |               |
|                                          |                                                                                                                                                                           |               |
| <b>Student Response Systems</b>          |                                                                                                                                                                           |               |
|                                          | Campus Labs - Baseline                                                                                                                                                    |               |
|                                          | Turning Technologies                                                                                                                                                      |               |
|                                          |                                                                                                                                                                           |               |
| <b>Tablet Computing</b>                  |                                                                                                                                                                           |               |
|                                          | AirPlay                                                                                                                                                                   |               |
|                                          | AirWatch                                                                                                                                                                  |               |
|                                          | ????                                                                                                                                                                      |               |
|                                          | MiraCast                                                                                                                                                                  |               |
|                                          |                                                                                                                                                                           |               |
| <b>Video Conferencing</b>                |                                                                                                                                                                           |               |
|                                          | Skype for Business                                                                                                                                                        |               |
|                                          | Webex                                                                                                                                                                     |               |

## Clermont - Instructional Classroom Software

|                        |                                                  |
|------------------------|--------------------------------------------------|
| <b>Adobe</b>           |                                                  |
|                        | Adobe Master Collection                          |
|                        | Adobe Creative Cloud                             |
|                        |                                                  |
| <b>Allied Health</b>   |                                                  |
|                        | Foodworks                                        |
|                        | Laerdal Learning Application (LLEAP)             |
|                        | Respiratory Self-Evaluation Examination Software |
|                        |                                                  |
| <b>CAD</b>             |                                                  |
|                        | Autodesk - 3D Studio Max                         |
|                        | Autodesk - Architecture                          |
|                        | Autodesk - AutoCad                               |
|                        | Autodesk - Inventor                              |
|                        | Autodesk - Mechanical                            |
|                        | CorelDRAW Graphics                               |
|                        | MasterCAM                                        |
|                        | Pspice                                           |
|                        | PTC - Creo                                       |
|                        | Siemens NX                                       |
|                        | Solid Edge                                       |
|                        | SurfCAM Velocity                                 |
|                        |                                                  |
| <b>Geographical</b>    |                                                  |
|                        | Google Earth                                     |
|                        |                                                  |
| <b>Internet</b>        |                                                  |
|                        | Blackboard Link                                  |
|                        | Mozilla Firefox                                  |
|                        | MS Internet Explorer                             |
|                        | OneStop Link                                     |
|                        | Password Self Service Link                       |
|                        | UCCC Library Link                                |
|                        | UCMail Link                                      |
|                        | UConnect Link                                    |
|                        |                                                  |
| <b>Legal Assisting</b> |                                                  |
|                        | Amicus Attorney                                  |
|                        | Best Case Bankruptcy                             |
|                        | Paperport                                        |
|                        | Perfect Form                                     |
|                        | Time Matters                                     |
|                        | West FinPlan                                     |
|                        |                                                  |

|                              |                            |
|------------------------------|----------------------------|
| <b>Mainframe</b>             |                            |
|                              | Hummingbird                |
|                              | SSH                        |
|                              |                            |
| <b>Mathematics</b>           |                            |
|                              | Mathematica                |
|                              | xyAlgebra                  |
|                              | xySolver                   |
|                              |                            |
| <b>Medical</b>               |                            |
|                              | C&S Resp. Clinical Exam    |
|                              | FoodWorks                  |
|                              | Medical Office Sims (MOSS) |
|                              | Medisoft                   |
|                              | Surgical Tech Toolbooks    |
|                              |                            |
| <b>Microsoft</b>             |                            |
|                              | Access                     |
|                              | Excel                      |
|                              | SkyDrive Pro               |
|                              | Infopath                   |
|                              | OneNote                    |
|                              | Outlook                    |
|                              | Powerpoint                 |
|                              | Project Pro                |
|                              | Publisher                  |
|                              | Silverlight                |
|                              | Visio Pro                  |
|                              | Visual Studio              |
|                              | Word                       |
|                              |                            |
| <b>Other Applications</b>    |                            |
|                              | Dragon NaturallySpeaking   |
|                              | Paradigm Keyboarding       |
|                              | SAM                        |
|                              | SAP Cilent                 |
|                              | SimNet                     |
|                              | SNAP                       |
|                              | Smart Sync                 |
|                              |                            |
| <b>Programming Languages</b> |                            |
|                              | Alice                      |
|                              | Eclipse Indigo             |
|                              | Android SDK                |
|                              | Eclipse PHP                |
|                              | Oracle Virtual Box         |



|                         |                             |
|-------------------------|-----------------------------|
|                         | SQL Server Management       |
|                         | Sun Java Dev w/ NetBeans    |
|                         | Java SDK                    |
|                         | Textpad                     |
|                         | XML Copy Editor             |
|                         |                             |
| <b>Statistical</b>      |                             |
|                         | MiniTab                     |
|                         | SPSS                        |
|                         |                             |
| <b>Virus Protection</b> |                             |
|                         | McAfee VirusScan Enterprise |
|                         |                             |
| <b>Misc.</b>            |                             |
|                         | eSigi                       |
|                         | Merit Grammar Fitness       |
|                         | Movie Maker                 |
|                         | Quicktime                   |
|                         | Real Player Enterprise      |
|                         | CD Burner XP                |
|                         | Sun Java Runtime            |
|                         | VLC Player                  |
|                         | Windows Media Player        |
|                         | Windows 7                   |
|                         | Windows 8                   |
|                         | Windows 10                  |
|                         | Zoomtext                    |

## Clermont - General Campus Support

|                      |                      |
|----------------------|----------------------|
| <b>Printers</b>      |                      |
|                      | Dell & HP            |
|                      |                      |
| <b>Phones</b>        |                      |
|                      | Analog - Meridian    |
|                      | Digital - Aastra     |
|                      | IP - Aastra          |
|                      |                      |
| <b>Office PC's</b>   |                      |
|                      | Dell - Desktop       |
|                      | MAC - Limited number |
|                      |                      |
|                      |                      |
| <b>Classroom PCs</b> |                      |
|                      | Dell                 |
|                      |                      |
|                      |                      |
|                      |                      |