Core Services & Shared Infrastructure Committee

Meeting Minutes

Date: December 14, 2017  
Time: 10:00-11:30AM  
Location: University Hall, Room 430a

Attendees: Tony Iacobelli, Don Rainwater, Bruce Burton, Dom Ferreri, Ken Hirsh, Anton Harfmann, Kerry Overstake, Eric Anderson

Apologies: Jesse Fatherree, Gary Grafe, Katrina Biscay, Mel Sweet

Current Membership Roster

1. Review and approve Meeting Minutes (attached)
   - Tony Iacobelli moved to approve the minutes, Anton Harfmann seconded the motion. The minutes were unanimously approved.

2. Update on Collaboration Tools Strategy (Bruce Burton & Dom Ferreri)
   - This project is predominately championed out of the IT Managers Governance Committee. CDW has offered to come and analyze the tools that UC uses to talk, meet, message, and share. This is purely a study for information. The effort will be executed by having dialogue with faculty and staff on campus to understand what they are using and how those tools work. From the dialogue, CDW will come back with compiled info and recommendations to potentially decommission tools or purchase new tools. Moving to Cisco phones and the renewal of the Microsoft contract will be taken into consideration.
   - Focus groups have begun to form consisting of IT Managers and a faculty member from each of their areas. There will be nine 90 minutes sessions. A few
of the colleges have been combined due to similarity of studies (i.e. CoM and Pharmacy). IT Managers have been directed to provide the faculty member that will participate when UC returns from Winter Break. Meetings will be coordinated for the end of January.

3. Review and Approve Committee Charter (attached - Ken Hirsh)
   - Tony Iacobelli moved to approve the Committee Charter, Kerry Overstake seconded the motion. The motion was unanimously approved.

4. Portal Project One-pager (Jesse Fatherree)
   - Jesse Fatherree was not in attendance, no update.

5. Enterprise-wide Survey Tool Task Force Update (Anton Harfmann)
   - The task force has been assembled and have begun meeting virtually. They have determined that in the 2017 fiscal year UC spent $61k between Survey Monkey and Qualtrics licenses. There were a few with other licenses ($14k on Check Box Survey). In addition to the survey tools, UC spent $81k on Scantron (The committee determined they will not be diving into this. It is a separate issue).
   - The task force have a survey they were planning to distribute to faculty, but decided not to send it because they agreed that faculty are surveyed too frequently and the need for an enterprise survey tool has already been established. The budget office reported that the cost of survey licenses has been increasing about 30% each year since 2009 and that is will continue to increase with more use. The task force will proceed with analyzing faculty needs to understand and document a list of requirements moving forward.
   - Task force roster as of November 20, 2017: Anton Harfmann, chair (DAAP), Gary Grafe (UCIT), Susana Luzuriaga (Institutional Research), Eric Rademacher (Institute for Policy Research), Andrea Rahtz (UCIT – Accessibility Team), Brian Verkamp (CECH), B. J. Zirger (Lindner COB)

6. Technical Advisory Group Update (Gary Grafe)
   - Gary Grafe was not in attendance, no update.

7. December IT Maintenance (Bruce Burton)
   - The Data Center will have a scheduled power outage for maintenance on Thursday, December 28th, from 5AM to midnight. There has been a lot of electrical pre-work done to try to minimize the down time. For more information on what systems will be up and down during this window of time, please visit www.uc.edu/ucit/maintenance.

8. IT@UC Service Desk Winter Season Days (Dom Ferreri)
   - Throughout Winter Season days, the help desk will be in emergency response mode. There will be no staff onsite, everyone will be on-call.
9.  IT Foundational Infrastructure Capital Funding (Bruce Burton)
   - The capital funding request has been approved. This will impact the entire UC campus. All new edge switches will be installed, phones will be upgraded to VOIP (PBX is 20+ years old), and all wireless routers will be replaced. UPS (Uninterrupted Power Supplies) will be installed on all equipment.
   - Bruce Burton is working with Pat Kowalski to finalize items to get funding transferred into UCIT accounts to start purchasing equipment. They are hoping to receive funding by next week to start ordering equipment.
   - No work will be done in the first two weeks of Spring Semester. The plan is to start in late January. The first building will be HPB/Kowalski, then the CCM node will be next. The network switches need to be replaced before phones can be installed. Planning to start on phones in April or May staggered with switch updates.

10. Other Updates
    - Catalyst
      - Anton expressed a high degree of frustration on behalf of other faculty members regarding grade submission and other catalyst services, such as the class search and checking grades. Eric Anderson echoed faculty complaints, especially usability. Eric demonstrated how cumbersome it is to print a student roster with photos. For students, searching for classes and checking grades is difficult. Eric suggested distributing survey to faculty to see what they want or need updated.
      - What is the official feedback channel to communicate issues to Catalyst?
        - Faculty need a way to be able to enter suggestions. Trouble ticket is too narrow because not all feedback is a break-fix issue. Up to the rollout of Catalyst, there was a two-way communication, but there hasn’t been since. Dom Ferreri will reach out to Robin Pitman.
      - The business owner needs to be involved in the ownership of Catalyst. Ken will reach out to Catalyst and Enrollment Management

11. Adjourn @10:46AM
Core Services & Shared Infrastructure Committee

Co-chairs: Bruce Burton and Ken Hirsh

Charge

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, core services, and software for administrative information systems used by or proposed for the university.

Responsibilities:

- Advises IT Council and the Vice President for I.T./CIO on governance issues that impact or are affected by core services or infrastructure.
- Aligns its mission with the current strategic directions of the University of Cincinnati.
- Considers requests from university operating units for approval of acquisition of products or services that fall within the meaning of core services or infrastructure.
- Provides an annual report of activities to IT Council.

Jurisdiction of the Committee
Generally speaking, core services means I.T. services that are part of the day-to-day operations of the entire university or multiple subunits of the university at the departmental level or higher. Infrastructure means the physical infrastructure, and virtual instances running on top of the infrastructure, that provide core services or otherwise enable operating units of the university to perform their daily operations.

The following examples represent a non-exclusive list of services that are included in the meaning of core services, infrastructure, or both:

- LMS
- Lecture Capture
- eLearning
- eClassroom Technology & Support
- UC ScienceNet
- Research Directory
- Digital Repository
- Financials
- HR
- Student Information Systems (Catalyst)
- File Storage
- Email
- Collaboration platforms and services
- Web Content Management Systems
- TCP/IP networking
- Voice/Telephony networking
- Fiber networking
- Identity Management
- Network Security
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Selected Scope of Responsibilities:

- Advises IT Council and the Vice President for I.T./CIO on governance issues that impact or are affected by core services or infrastructure. 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.
- Aligns its mission with the current strategic directions of the University of Cincinnati.
- Technical support issues.
- Emerging technologies and industry/higher education trends.
- Architecture/Cloud/Data Center.
- Network infrastructure and capacity.
Security systems, practices, and policies

Enterprise Resource Planning (ERP, i.e. HR, Finance, Student Information System and other core systems)

Messaging (Email)

Web/Mobile Apps framework, development, and communication

E-communication strategy

Interoperability

Wireless systems, capacity, and BYOD

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Provides an Annual report of activities to IT Council

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Components of shared infrastructure include, but are not limited to, the following:

- TCP/IP networking
- Voice/Telephony networking
- Fiber networking
- Identity Management
- Network Security
Planned IT Maintenance in December

Blackboard unavailable Friday, Dec. 15, 7 a.m. to 7 p.m.

Blackboard will be unavailable from Friday, Dec. 15, 7 a.m. to 7 p.m., while technicians upgrade to the “Learn 2016” theme, which features an updated visual appearance. This new theme will introduce minor changes to the color, fonts, and spacing.


Learn more about Blackboard’s new look at Open Consultation Days

The Center for Excellence in eLearning (CEeL) will host Open Consultation Days to offer walk-in availability for faculty needing assistance with Canopy tools.

These Open Consultation Days will offer the opportunity for one-on-one assistance from instructional technologists, instructional designers and support specialists on a walk-in basis. Consultants will be available to answer questions and offer walk-through guidance for Canopy tools like Blackboard, Kaltura and Echo360.

Open Consultation Days will take place on Monday, Dec. 11, Tuesday, Dec. 12 and Wednesday, Dec. 13 from 9 a.m. to 4 p.m. on the fifth floor of Langsam Library.

Unable to make it to campus? Consult virtually with a 24/7 Canopy Support representative during Open Consultation Days! To schedule your virtual session, visit https://uccanopyhelp.youcanbook.me/. 
Planned IT Maintenance in December

Data Center power outage Thursday, Dec. 28, 5 a.m. to midnight

The majority of IT systems and services will be unavailable Thursday, December 28, from 5 a.m. to midnight, during a planned power outage in the university’s primary Data Center.

Students, faculty and staff WILL NOT HAVE ACCESS TO centrally managed and co-located servers and IT systems including:

- **Blackboard** and other learning technologies in the Canopy eLearning ecosystem (including Echo360, Kaltura and the Math Placement Exam).
- **Some websites**, including the College of Allied Health Sciences, College of Law, College of Medicine and UCSIM websites.
- Visit [uc.edu/ucit/maintenance](http://uc.edu/ucit/maintenance) for more information about systems affected by this necessary maintenance window.

The student and faculty/staff email systems WILL BE AVAILABLE throughout this maintenance window.

**Catalyst and Catalyst Reporting in CaRT WILL BE AVAILABLE FROM 5 A.M. TO 6 P.M.**

The IT@UC Service Desk will have staff available for emergencies. Please contact (513) 556-HELP (4357).

Please visit [uc.edu/ucit/maintenance](http://uc.edu/ucit/maintenance) for more information about IT systems affected by this planned power outage.