Core Services & Shared Infrastructure

Meeting Minutes

Date: April 12th, 2018
Time: 10:00-11:30am
Location: University Hall, Room 430a

Attendees: Laura Dell, Don Rainwater, Tony Iacobelli, Jesse Fatherree, Anton Harfmann, Mel Sweet, Eric Anderson, Dom Ferreri

Guests: Vernon Jackson, Debby Bird, Erma Fritsche

Apologies: Bruce Burton, Ken Hirsh, Katrina Biscay, Gary Grafe, Kerry Overstake

Current Membership Roster

1. Review and Approve Meeting Minutes
   a. Anton Harfmann moved to approve the meeting minutes. Tony Iacobelli seconded the motion. The minutes were unanimously approved.

2. UC Change Management Presentation (Erma Fritsche)(Presentation attached)
   a. The efficiency council sponsored a study to review best practice. In collaboration with IT Managers, CAB reviewed change and incident management. They proceeded to review their process and discovered opportunities to evolve the change management process.
   b. Reviewed high level points from the IT@UC Process Improvement Project. Their team is currently on step 5: Assess Conformance to Customer Requirements.
   c. This group is visiting each governance committee gather stakeholder feedback on change management and benchmarking.
   d. Administered a poll to the committee consisting of 6 questions regarding how change management has met their expectations and their preferences. The results will be shared later aggregated across governance.

Core Services & Shared Infrastructure Committee

Committee Co-chair
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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.
3. Faculty Enrichment Center Focus Group Forums (Dom Ferreri)
   a. As part of the University’s Next Lives Here initiative, Provost Kristi Nelson identified the development of a Faculty Enrichment Center as one focal point of the Faculty Investment Pathway. Provost Nelson described the center as a “one-stop physical and cyber center that will enhance the professional growth of UC faculty and spark collaborations across colleges to foster interdisciplinary research, teaching, and service” throughout faculty members’ careers.
   b. To develop such a center, we have begun to reach out to various units around campus and want to continue the process of learning about your vision for this center by conducting forums at our campuses. You are welcome at any one of the following sites to share your ideas:
      i. UC Blue Ash College: Thursday, April 12, 2018; 3:30 pm – 4:30 pm; 100 Walters Hall
      ii. West Campus: Wednesday, April 18, 2018; 11:00 am – 12:00 pm; 427 Tangeman University Center (TUC)
      iii. UC Clermont College: Thursday, April 19, 2018; 11:30 am – 12:30 pm; 143 Snyder Hall
      iv. East Campus: Thursday, April 26, 2018; 1:00 pm – 2:00 pm; E351 Medical Sciences Building (MSB)

4. Enterprise-wide Survey Tool
   a. This project has been put on hold until Modo Labs portal has been explored, if there is a tie-in to the enterprise-wide survey tool identified, and Brian Verkamp is established in his co-chair position.
   b. Several colleges and non-academic departments have independent contracts for survey tools now – how can this committee gather the total spend to apply it to an enterprise-wide solution?
   c. Must have a financial commitment and a central unit that is willing to take ownership and responsibility for this type of issue. UC doesn’t have a current model in place to centralize products/services that are siloed in multiple units.
   d. Bundled Rate considerations – Committee agreed it is an appropriate task that this committee perform an annual review of the service catalog and bundled rate structure.
      i. What tools are provided through central IT and what tools should continue/which central IT provided services need sun-set? For tools that are decommissioned, the funds could be reallocated to other tools that may be more benefit and be used more widely. Should UCIT refine the bundled rate? If so, analytics could be used to identify who is using what tools.
   e. Paul Foster and Josette Riep will be coming to May’s meeting to discuss Modo Labs and their plan for canopy.

5. CDW Collaboration Tool
   a. This project was championed out of the IT Managers committee. CDW was at UC in October for data collection, then held focus groups in February regarding collaboration tools used across the University. The specific collaboration tools being reviewed were for call, message, meet, and share. The task force used the focus groups to understand what people are using, why they are using it, and why they aren’t using other tools. The CDW team presented their findings and recommendations during the last IT Managers committee meeting. It was a good presentation without a sales pitch. They took into consideration that UC has already invested in Cisco and that the WebEx contract renewal is coming up. There
were no new findings/surprises, but based on the data, CDW made some frank, bold recommendations for what UC should consider.

b. IT Managers Committee was directed to take the next month to digest the report and plan to have a discussion of the presentation in their May meeting to form a recommendation.
c. Jane Haniefy distributed the presentation to the committee.
d. Send any feedback to Dom Ferreri or Brian Verkamp.

6. Technical Advisory Group Update (Gary Grafe)
   a. Gary Grafe was not in attendance, but gave a brief email update
   b. Attached is his results from the meeting regarding Bb Analytics. Gary will be scheduling a Technical Advisory Group meeting to discuss these details.

7. Infrastructure Capital Project Update (Bruce Burton)
   a. The network upgrade began over UC’s spring break on March 12th in Kowalewski Hall. They moved on the CCM node and are nearly finished. University Pavilion is their last building and they will finish up tomorrow.
   b. They will take a break until April 16th after the CCM node. They will then start on remote locations – Fishwick, the Stetson Building, the 1819 Innovation Hub, the Higher Education Mentoring Initiative Office, and the UC Reading Campus buildings. The dorms will begin as soon as the semester ends.
   c. No buildings will be upgraded during UC’s exam week.
   d. Upgrades start at 4AM and finish by 8AM to minimize impact to classes and business. There have been a few instances where the team started at 12am to ensure they get the work done before classes begin for the day.
   e. Maintenance Schedule Website: http://www.uc.edu/ucit/maintenance/it-network-phone-refresh/schedule.html

8. Committee Faculty Co-chair for 2018-2019

9. Other Updates
   a. Brian Verkamp accepted that UCIT-Enterprise Shared Service AVP and will start on May 1st, 2018.

10. Adjournment @ 11:09AM

Core Services and Shared Infrastructure Box Folder