

Core Services & Shared Infrastructure MEETING Minutes

June 8, 2017

10:00-11:30AM

University Hall, Room 420b (collaboration room)

[Current Membership Roster](#)

Present: Anton Harfmann, Diana Noelcke, Dom Ferreri, Katrina Biscay, Tony Iacobelli, Gary Grafe, Don Rainwater, Eric Anderson, Jesse Fatherree, Ken Hirsh

Apologies:

- **Review and approve Meeting Minutes (attached)**
 - Anton motioned to accept the minutes; Don Rainwater seconded the motion
 - Jesse Montgomery needs to be replaced with Jesse Fatherree and add Gary Grafe.
- **New member**
 - Diana introduced Katrina Biscay as the new representative for Office of Information Security. Tony Iacobelli is serving as the undergraduate student representative.
- **Footprints Transition to TeamDynamix (Dom Ferreri)**
 - Transitioning to TeamDynamix is a central IT tool consolidation project as a result of a study for managing incidents and requests considering the tools in place in UCIT. Service Management decided to transition to TeamDynamix since it was already in use for portfolio management.
 - Transition started in March 2016. Central IT cutover June 5, 2017. Hope to close all open tickets/incidents in Footprints by end of June and launch self-serve portal in July.
 - Will be transitioning other interested distributed IT units to TeamDynamix when central IT transition is completed. UC has the ability to add on licenses as the service expands university-wide.

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.

- TeamDynamix has other ITSM tools that UCIT will transition as well such as Change Management process, self-service portal, holistic reporting, etc.
 - TeamDynamix is not limited to IT services only but that is the focus for now.
 - TD is a fully responsive mobile, cloud app hosted by TeamDynamix.
 - One change is that the UCIT Service Desk will no longer accept email ticket requests once the service is fully implemented across UC. Instead users may submit a request via a TeamDynamix form. If emails are submitted, an automatic email will be sent with an explanation and a link to submit the form.
 - Immediate urgent issues should still be called in to UC Service Desk with telephone.
 - Dom will meet with Office of Information Security to discuss security issues to segregate tickets and requests that cannot be viewed publicly.
- **Replacement of Student Printing Update (Diana Noelcke and Don Rainwater)**
 - Proposal was submitted to IT Council for review and approval on Monday June 6, 2017. Half of committee has voted to accept it. The vote will close next Tuesday, June 13.
 - Implementation plan is to convert libraries and UCIT labs first and the TUC
 - Renewed UniPrint for one more year but hope to stop using it by fall semester.
 - CECH is considering implementing Wepa services as well. CoB and CoE are also considering using it as well.
 - One limitation to Wepa system is it only allows 8x11 format printing but they are working to add other formats.
- **Other Updates**
 - Diana announced that she is retiring in August. The committee discussed a succession plan for co-chairs and members. Current faculty members have been serving for five years. Anton will step down as co-chair effective for the September meeting but agreed to serve as advisor for the next year for continuity purposes.
 - Non-UCIT co-chairs serve for a term of two years.
 - Diana nominated Ken Hirsh to become the non-UCIT co-chair for the first year and Eric Anderson to serve the second year term since they are the only faculty members on the committee. Ken and Eric will take some time to consider it and inform the committee of their decision in July. The new appointments will take effect in September 2017.
 - Future discussion will be recruiting additional faculty members.
 - July meeting will be a lunch meeting from 11:30 am – 1:00 pm.
- **Adjourn**
 - Committee adjourned at 11:09 am.

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