

## Core Services & Shared Infrastructure MEETING Minutes

August 10, 2017

10:00-11:30AM

University Hall, Room 430a

### [Current Membership Roster](#)

Present: Gary Grafe, Ken Hirsh, Dom Ferreri, Don Rainwater, Chrissy Harris, Bruce Burton, Jesse Fatherree, Mel Sweet, Tony Iacobelli, Katrina Biscay, Steve Young

### Review and approve Meeting Minutes (attached)

- The meeting minutes were unanimously approved.
- **New Co-chairs Introductions (Diana Noelcke and Anton Harfmann)**
  - Ken Hirsh accepted co-chair role as well as Bruce Burton. Bruce will also be interim AVP for UCIT-Enterprise Shared Services and Anton agreed to stay on for one year as chair emeritus.
  - Steve Young is rotating out of the committee but Mel Sweet is joining to represent UCCC.
- **Planning Discussion for 2017-2018 (All)**
  - New Membership Discussion: Will continue discussion after new co-chairs have had opportunity to look at charter, review updated IT@UC Governance Handbook in next ITCAC meeting and consider new membership.
- **Footprints Transition to TeamDynamix Update (Dom Ferreri)**
  - Central IT has transitioned and have been meeting with distributed units in the last month to offer training session for using TeamDynamix (TD). HR still needs to decide if they will be using TD by end of academic year (June 2018).
  - TD collaborated with IUC and formed an Ohio User Group and met for first time in Columbus first week of August. TD has 100% higher education market. Having a user group to share common interests will prove to be helpful. The user group plans to meet quarterly.
- **Box Updates (Don Rainwater)**

## 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.

- Box Interface is changing next Monday (8/14/2017) in order to have changes in place by the start of fall semester. All customers will be cutover by October.
- Box usage: 14k accounts using 51 TB space, 36 TB = faculty staff, 14TB = students. CEAS is heaviest user.
- New feature: Box Drive lets you mount their drive on desktop like another drive, but doesn't sync all files on login. It pulls files as needed. Is in early public beta now so UC will not implement it until out of beta and Information Security has had a chance to review security implications of using it.
- Box account default rule (ask Don for explanation)
- They expect big growth at start of fall semester.
- **Wepa Printing System Update (Don Rainwater)**
  - Expecting delivery of 5 Wepa print stations today. Will be placed in MSB Health Sciences Library (HSL) (2 units) one out in Care lobby for open use and (2) in Law Library. HSL and Law get them first since their classes start a week earlier. Should be online by end of tomorrow.
  - Can login to the Wepa account to add money with a credit card but for now, can only use Bearcat Cards at print station. Working on private connection to use credit cards at Wepa stations in the future.
  - Next week remaining areas, including Langsam Library, will have print stations as well. Prints can be sent via PC, mobile, etc. to common queue and then printed at any Wepa print station. Wepa will drop ship all printer supplies. At UCIT supported locations, UC will add paper. In distributed colleges, they have a designated contact for print station management. UC will have 36 kiosks total.
  - Departments can pay in arrears monthly or have the option to pay up front. Contact Don Rainwater for questions.
- **Disaster Recovery/Business Continuity Plans (Jesse Fatherree & Don Rainwater)**
  - Question arose out of IS&CC meeting by Ed Dadosky for UCIT disaster recovery plan. Don Rainwater will share third-party plan in Sept meeting with this committee and IS&CC.
  - SOCC is secondary site for major systems (**Don will bring list to next meeting of all services at SOCC**). Can run core services from the SOCC if needed.
  - Duo Gateway will be there in next few weeks.
  - There will be a data center power shutdown during Winter Season Days (Dec 28). Outage will last about 8 hours; back up by mid-afternoon if no problems. Gary Grafe would like to test Catalyst systems during this time by running them from SOCC. He will address this in a standing meeting on Thursday. Diana suggested Gary look into how the F5 network is configured to ensure Catalyst systems will still be up if G95 in MSB is down. **Bruce Burton and Gary Grafe need to meet with Brian Ruehl to validate the service continuity.**
  - CoM needs a method for soft shutdown of servers prior to outage for Winter Season Days. Jesse Fatherree will meet with Don to discuss.
  - Currently still have systems at Iron Mountain but may not need them in future.
  - Still some concerns around campus if Columbus is far enough away in case of major disaster.
- **Portal Project Update (Jesse Fatherree)**
  - Jesse saw demo from Modo Labs. UC is purchasing this product to replace some functions of Bb. Product also has portal like functionality through web and mobile. Portal can be customized for whole university. Transitions well from web to mobile devices; modular so content can be pushed to specific groups.

- Product lacks user customization, so My UC Portal concept previously discussed in this committee would not be possible; however, there are some options with user customization.
- eLearning is buying Modo Labs and the UCIT Web Development group (Josette Riep's team) will be using it as well. It will be student focused.
- It may be possible to purchase another tool or develop one in-house to take advantage of the options Modo Labs offers to create the My UC Portal with a faculty/staff focus.
- **Other Updates**
  - Based on a request from Office of the Provost, Gary Grafe is planning to form a subcommittee (Data Sharing Subcommittee?) from the CSSI committee to discuss on-going requests for cloud access to UC data by external vendors, such as Follett, Bb, etc. **The PMO will schedule a meeting for Gary, Ken and Bruce to meet before the September meeting to draft the charter and discuss membership. They will provide an update in September.**
  - UCFlex is moving to multifactor authentication (2FA). It uses a similar gateway to Shibboleth for access. Pilot is underway and going well. Plan to expand user base in phases:
    - Business users opt in Sept 1 to Oct 15 (elevated access required on Oct 16 to use 2FA)
    - Authentication can be pushed to most mobile devices with a Yes/No option.
    - Off campus use still will require VPN access.
    - Sept 1 through 2/28 another 13500 (includes faculty and staff) will opt-in. There is an easy sign-up process to walk users through the process.
    - Past and retired employees will need to use 2FA process to access UCFlex.
  - Intranet options should be considered as a topic of discussion for this committee for upcoming year (internal network not accessible outside of UC)
  - Service Desk at start of school has Helping Hands program asking for volunteers to go through training and then sit for an hour or two at Service Desk to help answer common questions during peak periods at start of school. Goal is to have shorter queue times and zero dropped calls. Contact Dom Ferreri to volunteer. Is open to all members of the community to volunteer. Hours to volunteer are:
    - 8/14 – 9/1
    - 8:00 am – 7:00 PM, minimum of a hour block of time
- **Adjourn**
  - Committee adjourned at 11:25 AM

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