

## Core Services & Shared Infrastructure MEETING Minutes

May 11, 2017

10:00-11:30AM

University Hall, Room 420b (collaboration room)

### [Current Membership Roster](#)

**Present:** Diana Noelcke, Don Rainwater, Dom Ferreri, Jesse Fatherree, Eric Anderson, Steve Young, Tony Iacobelli, Kerry Overstake, Gary Grafe

**Guests:** Jon Adams, Geoff Costa

**Apologies:** Anton Harfmann, Ken Hirsch

### **Review and approve Meeting Minutes (attached)**

Jesse Fatherree motioned to approve the minutes with no changes; Tony Iacobelli seconded the motion. The motion was unanimously approved.

- **Enterprise Voice Services Task Force Final Report (see attached - Bruce Burton & Steve Young)**
  - Had diverse groups from across campus who provided good input.
  - A question to consider: If 69% of staff are away from their desks during the day, should we deploy desk top phones for everyone?
  - Diana thanked the committee for their work and will share it with the rest of IT@UC Governance.
  - Jesse motioned to accept the report; Tony Iacobelli seconded the motion. The motion passed unanimously.
  
- **Infrastructure, Platform and Software as a Service Policy (see attached - OIS)**
  - Infrastructure = hardware in the cloud, Platform = applications.
  - This policy addresses anything that would be an extension of the university's network.
  - Must get approval through UCIT to use cloud hardware and must have an OIS review for platform or software.

## Core Services & Shared Infrastructure Committee

### Committee Co-chair

**Anton Harfmann**

Professor, DAAP School of Art & Design

(513) 556-6426

[anton.harfmann@uc.edu](mailto:anton.harfmann@uc.edu)

### Committee Co-chair

**Diana Noelcke**

Asst. Vice President

UCIT Enterprise Shared Services

(513) 556-6803

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.

- **Privileged Access Policy (OIS)**

- Policy defines privileged access – access only to what is needed and nothing more
- Must use a university owned and configured laptop to access privileged data off campus
- Policy applies to everyone, not just UCIT. Geoff will check with OIS to ensure the policy has been updated to include everyone at UC, not just UCIT.

**Note:** Matt Williams updated the policy a few months ago to reflect that it pertains to all UC. The updated policy is on [OIS website](#).

- **Portal Project (Jon Adams)**

- Other vendors have demonstrated software that functions as a portal.
- Jon proposes to setup a broader task force to investigate option and gather requirements with no specific tools in mind.
- Individual portal customization is needed as well as accessibility and it needs to be an enterprise solution.
- Provost's Office may fund portal solution.
- Jesse Fatherree will represent CSSI committee on the broader task force.
- Jon and Jesse will work together to update the membership of the task force. It needs to include a member from GRUC.

- **Core and Shared Services Definitions (see attachment - Diana Noelcke)**

- The committee reviewed the definitions and examples
- Collaboration Services needs to be moved to Core Services

- **Proposal for Replacement of Student Printing (attached – Don Rainwater)**

- Don updated the proposal after receiving feedback from IT Managers Committee.
- Recovery of funds from UniPrint, the old printing services, was not fully funding the service. Wepa will fully fund it and offer better service.
- Diana asked Don to update the report to say that using Wepa will create a cost avoidance rather than a cost savings.
- UCIT will still have overhead costs.
- All UniPrint servers will be replaced.
- A Wepa print station will be added in TUC.
- Extra features will be added later this year such as legal size prints.
- Wepa has contracts with local providers for repairs that are guaranteed next day or better.
- This services focuses on student printing but may be expanded to include faculty and staff printing if the service works well.
- **Don will work with Erma Fritsche to complete a service definition worksheet as an appendix to the report and send the update to the committee for review again.**
- After CSSI committee review, the committee agreed to send the report to IT Council to approve moving the service from a pilot to campus wide printing for students with the updates of changing the wording from cost savings to cost avoidance and adding the service definition worksheet.

- **Other Updates**

- Katrina Biscay will be joining the committee as the OIS representative. Tony Iacobelli will become a student representative.
- Steve Young reminded the committee that members are representative of their department and should share information from the committee with them and bring information to the committee from their department as well.

### **Adjourn**

- Committee adjourned at 11:17 AM.

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