IT Council Committee Meeting Minutes

Date: Wednesday, December 6, 2017
Time: 8:00 AM - 9:30 PM
Location: University Hall, Room 420B (Collaboration Space)

Attendees: Annette Ready, Brian Verkamp, Ken Hirsh, Dom Ferreri, Brett Harnett, Christine Ackerman, Sally Moomaw, Paul Foster, Lorre Ratley, Victoria Wangia-Anderson, Nelson, Vincent, Bo Vykhovanyak

Guests: Susana Luzuriaga

Apologies: Bob Ambach, Dana Drage, Beth McGrew, Arun Muthusamy, Eileen Strempel, Xuemao Wang, Nicola Ziady, Vernon Jackson, Bashir Emlemdi, Bruce Burton

1. Review and Approve Minutes (attached - Nelson Vincent)
   a. Annette Ready moved to approve the minutes, Brian Verkamp seconded the motion. The minutes were unanimously approved.

2. Blackboard Upgrade Update (Paul Foster)
   a. UC will be moving to the Q2_2017_CU4 update on Friday, December 15th, from 7:00AM–7:00PM. This is the most current upgrade release. There has been copious communication throughout campus on different platforms. The goal was to have users see the announcement at least three times. Inside of Blackboard, there is both an announcement and a short, 30 second animated gif that shows several of the new features to students and faculty.
   b. The two biggest changes are a new look and feel to the interface and Crocodoc, Blackboard’s inline grading tool, which will be replaced with New Box View. On www.bbpreview.uc.edu, the current version is installed where faculty and staff can view the new, more modern interface. It is more mobile friendly and is accessible. They...
can also test out the new inline grading tool. New Box View has similar capabilities as Crocodoc. The biggest change is that faculty will no longer be able to write on documents.

i. Bbpreview is a clone of UC’s productions site from early fall semester.

c. Prior to the upgrade, there will be Open Consultation Days next week (12/11-12/13) designed to help assist faculty on submitting grades. There will also be three Open Consultation Days when we come back in January (1/3-1/5).

d. November 11th Migration – The team was migrating one set of database hardware to newer hardware. It was unsuccessful and has yet to be rescheduled. They are aiming for around spring break.

e. Blackboard replication to the SOCC – Currently Blackboard is not replicated to the SOCC. The failed migration needs to be successfully completed before UC will have true redundancy, potentially by the end of spring semester.

f. There will be Blackboard Ally pilot throughout spring semester with about 30 faculty participating. Ally is a tool that focuses on making digital course content more accessible in a way that benefits all students. If it is successful, it will be partially rolled out during the summer and fully rolled out to university for fall semester.

i. This tool will help UC meet Title IV requirements. UC has to demonstrate that students are actively participating in classes. UC is currently doing this through attendance verification, but it only captures a small amount of data (attendance verification is only completed by 50-60% of students – a recommendation from the committee was to set attendance verification as ‘adaptive release’.).

ii. There are other ways to collect information for Title IV, such as Analytics for Learn (A4L). They have a backup plan if A4L does not get put in place in time.

3. IT Foundational Infrastructure Capital Funding Update (Bruce Burton)

a. UC has working for the last 5 years to get the funding approved for the physical infrastructure project. They are currently in a holding pattern waiting for the money to be transferred into UCIT accounts. This upgrade is long overdue. One of the most important lessons that came with this process of approval is the education and understand of how important planning for coming upgrades is to the university, every 5-7 years the physical infrastructure will need updated.

b. 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. That translates to 12,000 network switches, 8,000 phones and 4,800 wireless access points, all from Cisco. UPS (Uninterrupted Power Supplies) will be installed in all closets.

c. This project will last about 2 years. There will be two Project Managers assigned to the projects and UC will be working with P+D+C. Each closet will be visited and should take 3-4 hours. Some will require electrical upgrades. There will be local outages during these visits, but it will be communicated in advance to avoid disturbances to classrooms.

d. Work will start towards the end of January. No work will be done in the first two weeks of Spring Semester. The first building will be HPB/Kowaleski, then CCM will be next. The network switches need to be replaced before phone can be installed. Planning to start on phones in April or May staggered with switch updates.

e. Communication is key. The Network Operations Center (NOC) is working with UCIT – PIO - Emily Baute, all the IT Managers, reaching out to building managers, and will be visiting every governance committee with frequent updates. There will be early notices to all the buildings and people the outages will affect. They are working to accommodate schedules the best they can.
f. **Cellular coverage upgrades** – Verizon and AT&T will be coming and building our cellular coverage across campus with no cost to the university. The contract with Verizon has been signed. They will be visiting 11 spots on Campus, Proctor will be first. UC is in early conversation with AT&T. They want to establish a hub on campus, from McMicken Commons all the way to Langsam. Another target of UC’s for better cellular coverage are the garages.

4. **December Data Center Maintenance Shutdown (Bruce Burton)**
   a. 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](http://www.uc.edu/ucit/maintenance).
   b. By next year, there will be regular scheduled downtime to occur twice a year to test and repair hardware and upgrade software.

5. **Collaboration Strategies/Technologies/Web Conferencing Tool (ITCAC)**
   a. CDW-G Education has offered to partner with UC, free of charge, to evaluate collaboration tools, which they refer to as Call, Message, Meet and Share (ex. Desk phones, Skype for Business, WebEx, Box, SharePoint, local storage, college supplied storage, etc.). Dom Ferreri and Brian Verkamp have formed a small group of Bruce Burton, a nursing rep, and a CECH Rep and put together a list of eight subgroups who they will hold focus groups for. The groups are split into business unit and academic units. We will be asking faculty to be involved in the academic units. Every academic unit will be represented in these groups. CDW will meet with them to find out what they are using, how they are using it, what they aren’t using and what they want to be using. From the dialogue, CDW will write a report based on the information gathered and have recommendations to potentially decommission tools or purchase new tools. Over the last five years, the cost of software renewals and maintenance contracts has gone up at the rate of 25% each year. Focus groups will be coordinated for the end of January.
   b. This project is coming at a very opportune moment because we have many different tools that have annual reviews coming up. The Microsoft contract is ending next year, the IUC (Inter-University Council of Ohio) is working to create a new agreement. Microsoft has changed their strategy, they have created new tiers which all included a different package of tools. UC has licenses to tools that do the same things as tools that will be offered in the new tiers (ex. Box vs. One Drive). CDW will help clarify these points so UC can evaluate and make the right decisions regarding software licenses. This will be a continuous conversation for upcoming meetings.

6. **Enterprise Survey Instrument Subcommittee Update (Ken Hirsh)**
   a. This committee has been assembled and they have begun meeting virtually. The charter and list of members was distributed to the committee prior to the meeting. The amount of dollars the university spends on all the survey tools throughout the university well exceeds the amount needed to spend on one enterprise wide survey tool (i.e. With Qualtrics, UC is $20k short of an enterprise license and UC is spending more than that on various tools.) The committee is to report back to CS&SI by mid-February.

7. **Research Computing Update (Brett Harnett & Annette Ready)**
   a. Brett Harnett had a conversation with Tony Johnstone, Rhonda McCall-Brown and Pete White. There seems to be interest, but not very much incentive. Brett has asked Jane Combs to obtain a figure for how much money is being spent on HPC closets across institutions. It is a huge investment for UC to try to run its own HPC center, particularly with staffing and required upgrade of hardware. It would be a win-win for Children’s to
partner with UC.

8. Other updates
   a. Data Governance – Susana Luzuriaga
      i. This has evolved slowly, but it is gaining traction. Data governance is not established well in institutions, but it is highly recommended for an institution of our size. This would include policies and written documents that establish who owns what modules. It is necessary to establish who is responsible for the data in each pocket of the university because without ownership, fingers start to get pointed when there is an issue and it takes longer to resolve. Responsibility will not be randomly assigned, it will be a top-down approach. Susana Luzuriaga will share the document that her and Eileen Strempel they have been working on regarding data governance.

9. Adjournment
   a. The committee adjourned at 9:28AM.