IT Council Committee
Meeting Minutes

Date: Wednesday, February 28, 2018
Time: 8:00AM-9:30PM
Location: University Hall, Room 420B (Collaboration Space)

Present: Jane Strasser, Annette Ready, Brett Harnett, Brian Verkamp, Ken Hirsh, Vernon Jackson, Paul Foster, Adam Chekour, Nelson Vincent, Sally Moomaw, Bo Vykhovanyuk, Bruce Burton, Lorre Ratley, Eileen Strempel, Christine Ackerman, Dom Ferreri, Victoria Wangia-Anderson

Guests: Anita Ingram, May Chang

Apologies: Bob Ambach, Mary Beth McGrew, Xuemao Wang, Dana Drage, Nicola Ziady, Bashir Emlemdi, Arun Muthusamy

1. Review and Approve Minutes (attached - Nelson Vincent)
   a. Ken Hirsh moved to approve the minutes. Annette Ready seconded the motion. The motion was unanimously approved.

2. IT Risk Management (Anita Ingram)
   a. The committee reviewed the 2015 – 2016 risk heat map and compared it to the 2017-2018 (see attached documents).
   b. Key governance committees helped score the university’s risks. Key governance committees includes Board of Trustees, Enterprise Risk Management Executive Committee, and the R-Risk Council (leaders from across campus including representatives from Faculty Senate).
   c. IT Security has moved into the number one position by all three committees and IT Operations has moved to the number two risk position. The move up is indicative of what is happening across the world. One of the risks driving the rating is malware and its impact on institutional core mission.
   d. Risk appetite (what are we willing to accept) is an arbitrary line that is still being quantified and qualified.
   e. UC has data on approx. 150 compliance risks.
   f. Flexibility is being built into UC Strategic Direction to help address risks.
g. Next steps: Continued management of IT resources and oversight at the highest levels within UC Strategic Direction.

h. Anita will be meeting with BOT to review risks prior to their March retreat.

3. UC’s Strategic Direction (Nelson Vincent)
   a. Copies of UC Strategic Direction were distributed and will continue to be discussed at future IT Council meetings.
   b. IT Council identified some pathways between IT & the three platforms identified in the Strategic Direction (Academic Excellence, Urban Impact, Innovation Agenda).

4. Online Surveys, Intranet & User Portal (Nelson Vincent)
   a. Online survey tools: How can UC ensure it is buying the best tools at the best price to meet campus needs? A study of survey tools revealed that the cost will increase by 17% each year. How to pay for the tools? The current Qualtrics contract will expire at end of fiscal year.
      i. UC needs to consider the total cost of software ownership, not just licensing fees.
      ii. One suggestion is to try to address it through the IUC.
      iii. Next step is for the task force formed from CSSI to meet directly with Qualtrics.
   b. Intranet & User Portal: New Microsoft contract may help address this. Nelson will be attending next Faculty Senate meeting and will continue conversation with them.

5. Bb Upgrade Update (Paul Foster)
   a. Bb team has finished addressing problems with last upgrade and will be sending a note to community for known issues. Plans to transition for the next upgrade, Q5 are underway. The Q4 2017 release is currently being evaluated.
   b. Received faculty feedback that more regressions testing to identify the main issues needs to be done beforehand so they can be communicated.
   c. Space usage in the Grade Center and Calendar is a problem. This has been shared with Blackboard in hopes they will address it with next release.
   d. There may be a small upgrade between spring and summer semester.
   e. The committee had a brief discussion about Examity, the tool used to verify student identification for online testing. UCBA and CECH are successfully using Examity.

6. Ally Update (Paul Foster)
   a. Ally, the Blackboard accessibility tool, is a product that focuses on making digital course content more accessible. The tool will give the faculty member a score on how accessible their course is and provide recommendations on how to render accessible documents. It will also generate reports regarding accessibility of the courses using the tool.
   b. UC is the middle of a zero dollar pilot that will run through May 2018. The tool was enabled for 25 instructors and 65 courses for a spring semester.
   c. One of the pilot goals is to use Ally to scan 5-10% of UC’s Gateway and Online Courses. On average, courses are scoring about 25-30% accessibility. Key issues: images without descriptions, and cannot read edits in Word/PDF’s.
   d. UC’s plan with Office of Civil Rights for 508 compliance was recently approved. About 8000 of the courses on Bb have content that must be accessible.

7. Capital Infrastructure Update (Bruce Burton)
a. The project timeline to complete the entire campus upgrade is approximately two years. The upgrades are planned to start the week of UC’s spring break. They will start with Kowalewski Hall and Public Safety and then moved to the CCM node. When they are finished with CCM, they plan to start with the dorms. The upgrades will take place between 4am-8am. NOC staff will contact IT building managers to keep them informed.
b. Bruce Burton has met with the deans and IT managers whose buildings are fed from the CCM node to plan their upgrades.
c. The upgrade will include multiple phone options, including unified communications app instead of a desktop phone.
d. Network upgrade will improve security by improving network segmentation, which will allow isolating computers/servers suspected of being compromised.

8. Adjournment
a. The committee adjourned at 9:32 AM.