IT Council Committee

Meeting Minutes

Date: Wednesday, August 23, 2017
Time: 8:00 AM - 9:30 PM
Location: University Hall, Room 420B (Collaboration Space)

Present: Dom Ferreri, Brett Harnett, Eileen Strempel, Nelson Vincent, Bo Vykhovanyuk, Lorre Ratley, Brian Verkamp, Sally Moomaw, Annette Ready, Victoria Wangia-Anderson, Paul Foster, Bashir Emlemdi, Bruce Burton, Ken Hirsh

Apologies: Robert Ambach, Arunkumar Muthusamy, Dana Drage, Nicola Ziady, Christine Ackerman, Joni Torsella, Jane Strasser, Vernon Jackson, Mary Beth McGrew

1. Data Center Emergency Shutdown Update
   - The UC Data Center emergency shutdown that occurred approximately at 10 a.m. EDT, on Monday, August 21, 2017, resulted from smoke from a heating coil in the HVAC system and triggered the fire alarm. The Halon fire suppression system immediately discharged and automatically disconnected electrical power to systems and devices housed in the Data Center.
   - The power loss effected end-user access to university enterprise systems including faculty/staff email; student email; Canopy/Blackboard; UCFlex; Catalyst; Concur; and AEM - university web services.
   - The two remaining systems that are not stable as of today are AEM and Concur.
   - Because of the outage, a problem was discovered with the F5 network system. It will be updated Friday, August 25, 2017 at 5 AM. The authentication and load balancing systems are behind the F5. Cloud services were down as well due to the authentication system problem.
   - Email was moved to the State of Ohio Computing Center (SOCC), the core systems backup facility, during the outage and will move back to the Data Center later this week.
   - The impact of the outage on distance learning students will not be known for some time.
   - Nelson will meet with Risk Management to perform a post-mortem on the shutdown.
2. **Introduce New CSSI Committee Co-chairs (Nelson Vincent)**
   - Bruce Burton, UCIT Interim AVP Enterprise Shared Services
   - Ken Hirsh, Academic Director, Law Library
     i. Ken will be serving as co-chair for one year.

3. **Review and Approve Minutes (attached - Nelson Vincent)**
   - Eileen Strempel moved to approve the minutes; Nelson 2nd the motion. The motion was unanimously approved.

4. **Data Governance (Nelson Vincent)**
   - Nelson and Susana Luzuriaga are the co-chairs of the Data Governance Committee. Course retention was the topic of discussion at their recent meeting. They recommended a ten-year retention schedule, partially for accreditation and RPT purposes.
   - The Advisory Committee has met once. They plan to answer the following questions as part of the work: What is data how does it need to be managed? What are the campus priorities? The committee needs better advice from campus.
   - The co-chairs are meeting with Provost Landgren next week and they are meeting with auditors to discuss curation and data management.
   - CEeL is considering piloting a new course evaluation and standardized teaching system this fall. Two-thirds of the student population use the current course evaluation system and it is hard to manage. Bashir Emlemdi, the Undergraduate Student Body President, commented on the variance of the current surveys from class to class.

5. **EAB Acquisition (ITCAC)**
   - The ITCAC committee expressed concerns because the Education Advisory Board application (EAB) acquisition bypassed IT@UC Governance. EAB was purchased as a partnership between the Office of the Provost and Business Core Systems. Eileen assured the Council that was not intentional and will coordinate with IT@UC Governance to clear up any confusion about EAB.
   - EAB is an alternative to some of the services Gardner offers and was purchased to help determine optimal class size, appropriate teaching staff, number of courses offered, data to strategically manage teaching, etc.
   - EAB will not replace Tableau. Tableau is funded through June 2018.

6. **CSSI Committee (Ken Hirsh and Bruce Burton)**
   - A new subcommittee, CSSI Technical Advisory Group has been commissioned. It reports to and is chard charged by the IT@UC CSSI topical committee.
   - CSSI committee will benefit from the subcommittee by being able to draw on expertise across campus on proposed systems under consideration or systems that exist and may need moderation. Gary Grafe, Executive Director, IT-ERP, Business Core Systems is the subcommittee chair.
   - Ken submitted an updated charter for the CSSI topical committee for IT Council review. Eileen Strempel suggested adding core academic mission language to the charter and that the advisory group have academic member representation as well.
   - CSSI co-chairs will work with Sally Moomaw, Chair - Faculty Senate, to include Faculty Senate IT.

7. **IS&C Committee (Bo Vykhovanyuk and Lorre Ratley)**
   - Office of Information Security is changing their policy review process to an annual review.
   - Most core policies have been implemented and updated recently.
   - Privileged Access Policy update
i. The original policy was focused on central IT and Business Core Systems only. The revised policy includes distributed IT.

- Cyber Incident and Cloud Policy update
  i. Nelson is working with the Office of the Provost’s to share the policy with Council of Deans

- FISMA Task Force Update
  i. Federal Information Security Act (FISMA) is applicable to federally sponsored research contracts and grants. UC has grants and contracts are at risk if UC is not in compliance with FISMA laws by December 2017.
  ii. The FISMA task force has shared a draft of their recommendations to bring UC into compliance with key constituents and are awaiting their feedback. Once feedback is received and incorporated, the task force will seek approval for recommendations from IT Council.

- Two-factored Authentication is being implemented for UCFlex. Faculty and staff will have the option to enroll in an early pilot program.

8. eLearning Committee (Paul Foster and Joni Torsella)
   a. eLearning Support Update
      i. A report from the annual visit with the Somerset Blackboard (Bb) help desk has been shared with key constituents. The call statistics compared to last year for Canopy related calls have improved significantly. Though support is trending in the right direction, UC expects improvement.
      ii. This year Somerset Bb also offers chat capabilities for support, which is targeted for students.
      iii. Paul asked the Council for feedback on how well Bb remote services is helping students and faculty. Specifically, he would like feedback regarding response times and resolution of problems.

   b. Canopy Tools Renewals & New Services
      i. New services: UC Smartbooks delivered the Common Read via VitalSource as part of the textbook affordability project collaboration between First Year Experience and the Office of the Provost.
      ii. Examity Contract for proctored testing has been approved. The contract offers different levels of proctoring including live proctoring and unlimited automatic authentication (required for accreditation). CECH and CoN are the biggest users of proctoring services. The UC Privacy Director, Lorre Ratley, reviewed and updated the security rider to ensure student privacy is protected.
      iii. In final review of contract for other renewals and will review alternatives to WebEx before renewing contract. Zoom may be an alternative competitor.

   c. Upcoming Bb projects
      i. UC is in the final year with renewal options for Bb. Bb has replaced its leadership and seems to be trying to “catch-up”.
      ii. Bb Learn upgrade target date is Dec 15, 2017. College of Law and College of Medicine will still be in session.
      iii. The contract for Bb Analytics was approved and plan is to implement in fall semester 2017.
      iv. Bb Ally is being planned for release as a spring semester (2018) pilot.
v. The LMS Task Force is working on a final report to include total costs to compare options to upgrade to Bb Ultra (cloud-based) or replace it with Canvas.
   - IT Council asked Paul to continue to include faculty in the LMS system choices.
   - Student government representatives asked for clarity on choices of LMS and the implications. The eLearning team plans to perform a pilot later to help answer those questions. Canvas is the number 1 product in the market right now.

9. **R&D Committee (Annette Ready and Brett Harnett)**
   - R&D Committee is updating their charter and membership
     i. Updating mission statement to include alignment with strategic plan and academic master plans. Goal is to have better representation to vet all issues appropriately and minimize duplication of effort.
     ii. UCRI is working on new 1-year strategic plan. R&D hopes to collaborate more with UCRI and include membership on their committee.
     iii. Makerspace will be built in the 1819 building.
   - Sharing HPC with Children’s Hospital
     i. UC wants to partner with CCHMC to share resources and brand it as a joint project but not sure if it is legal to do it with regard to UC contracts. The R&D co-chairs will follow up on this issue.
     ii. A small group from UC will go to IU Bloomington to perform additional research on HPC models.
     iii. UC needs HPC services to attract top-notch research faculty.
     iv. A few hundred faculty have been identified who want this service.

10. **Adjournment**
    - The committee adjourned at 9:28 AM.