IT at UC Governance

IT Managers
MEETING Minutes

May 10, 2016
9:30 AM - 11:00 AM
University Hall, Room 450

Welcome and Meeting Objectives – Dom & Brian

Review and approve minutes of prior meeting – Dom & Brian

The minutes for April were approved by the committee.

New Business

- **Code Green and DLP – Katrina Biscay**
  Code Green (Digital Guardian) is being implemented for data loss prevention (DLP) and will be integrated with Box to track traffic in/out bound.
  Goals:
  > Interfaces with Box
  > Interfaces with Outlook email
  > Provides file sharing scanning capabilities to track data

  Seeking partnership with UC Health and Children's Hosptal for control of restricted data. The policy will be published in June with the intent for agreement in July.

  There was a question on if training would be provided to show how the system works. A brief explanation was provided that if a file has been identified as being accessed, then the sensitive data would be moved to another folder with bread-crumbs provided to the owner. No data will be examined in the process. If a person should no longer be employed then the control of the file would be re-directed to another employee. The committee agreed that a separate meeting would be held to demonstrate product and corresponding processes. Questions should be forwarded to the IT Managers listserv prior to the presentation.

- **Web Site overhaul – Ben Stockwell**
  With the adoption of new technology and new accessibility requirements there is a need to create a new university website look and structure for the support pages. The following steps in the process were outlined:
  1. Develop new website homepage within branding guidelines
  2. Migrate eNews and HealthNews to new format using CQ5

IT Managers Committee

Committee Co-Chair
Dominic Ferreri
Asst. Vice President, Client Services
ferrerd@ucmail.uc.edu
(513) 556-2039

Committee Co-Chair
Brian Verkamp
Asst. Dean, College of Education, Criminal Justice, and Human Services
brian.verkamp@uc.edu
(513) 556-2264

Current Committee Members
Jon Adams
Christian Amann
Andrew Becker
Clarence Brown
Bruce Burton
Gregory Crase
Mark Faulkner
William Frigge
Erma Fritsche
Yu-Chin Fu
Gary Grafe
Jason Green
Wade Hedgren
Don Hodges
Dale Hofstetter
John Hopkins
Vernon Jackson
Birsen Kaya
John (Jay) Kreimer
Daniel Kuhlmann
John Lawson
Emanuel Lewis
Harry LeMaster
Steve Morales
Diana Noelcke
Kent Norton
Megan Pfaltzgraff
Don Rainwater
Aaron Rucker
Benjamin Stockwell
Christine Street
Mel Sweet
Eric Tribbe

3. Revise the content to meet Title IV/V requirements

The last major change to the university website occurred in 2006. The plan is to make more frequent changes and the changes will be announced to the IT Managers in advance. There is the desire to have all college department web pages follow a uniform structure. There is a goal to reduce the total number of pages by 80% and moving more material to an intranet site. Another goal is to limit the number of people who can edit the web pages, but make those responsible for the pages be more accountable.

There will be 7 branding templates developed for colleges to use so that there is a similar appearance while permitting the colleges to have some creative options and preserve identity. The major concern is to review the existing content pages and eliminate the unnecessary ones and bring current those that are to be migrated to the new look. It was recommended to use Google analytics to determine which pages are being used and others which are rarely visited.

The timeline for the overhaul is to have the branding standards established by mid-July. The content strategy will also be developed and vetted with Deans and marketing people over the summer. Later in the Fall, after the start of classes, there will be another change to the main website. Within 1 – 2 years the entire website will be using the new design template. A similar effort is being undertaken for the web app to make it appear and function similar to the web page.

Along with the web re-design is the larger accessibility project. A request was made to have a presentation at the June meeting on its scope and status. A similar request was made for a presentation on the Innovative Technology Awards project to create an online bucket portal for recruiting students. The project was a joint venture with CECH, Nursing, Allied Health Sciences, and the online HUB.

- **PowerPoint Plug-in for ALP – Tina Meagher**

    Tina presented a solution for faculty who would like to use polling as part of their class and embed the survey along with the results in a PowerPoint presentation. The plan is to add the ALP software to all computers in classroom podiums. This will add the surveying feature to the PowerPoint slides. There is a concern whether the respondents will overload a single point for the wireless receiver in the room. She is working with the NOC to resolve this concern.

- **IT Service Management update – Erma Fritsche**

    Erma gave a very brief update on the development of the service definitions along with the escalation paths. Her team is working through the 5 top priorities with the goal of implementing some of them in the fall.

- **Vulnerability Issues – Bruce Burton and Katrina Biscay**
    - **What Information can be provided by the NOC on individual computers**
        Bruce Burton

    Bruce briefly mentioned that based upon the static IP address, information in the Pinnacle data base can be retrieved for information about a user; however, the data may not be current. He is willing to assist managers who may need to access this information.

    Vulnerability Policies update – Katrina Biscay

The vulnerability policies were approved. General Counsel also has approved the policies. No changes were made to the policies that the committee viewed. The next step is to present them to the Faculty Senate. A request wsa made to have the final version of the policies distributed.

Working Groups Updates
- End Point Management – Eric Tribbe
  Eric's committee plans to bring a recommendation to the IT Managers next month for the basic level of equipment and software.

- Desktop Device Standards – Eric Tribbe
  A new RFP has been sent to Dell to obtain quotes for various pieces of equipment, (laptops, Tablets, etc.). He is working with Purchasing to coordinate the options for the university.
  A concern was raised that Dell was using various shippers to deliver orders and the delivery people did not know the delivery locations. Christina Murphy is the new contact with Dell.
  A second vendor is being sought to provide a back-up for equipment.

- Mobile Device Management – Jon Adams
  Jon is developing a policy proposal and will share with the group at a future meeting. Any mobile device can be used to access email: however the concern is for access to sensitive data. The devices may not be as secure.

- Microsoft Software Asset Management (SAM)
  Jon mentioned that the intent of the project was not to focus specifically on UC. To be safe the project was discussed with General Counsel and the plan is only to provide the necessary information as required and wait for the 3rd party vendor to make formal requests. The current project places the burden of work on UC and we were advised to redirect it to the vendor. Some of the software to concentrate on were Visio, Microsoft Project, Visual Studio, and the software housed on the classroom computers.

- Software Licensing – Jason Gerst
  Jason said a report would be forthcoming to describe how the software is to be deployed and a template will be created for requesting copies.

IT@UC Governance Committees: Updates, Strategies, Portfolio There was not enough time for these reports.
- Information Security & Compliance -- Bo
- Research & Development – Jane Combs
- eLearning – Chris Edwards
- Core Services & Shared Infrastructure

What Have You Heard?

Adjourn – Meeting was adjorned at 11:08 am