IT at UC Governance

IT Managers
Meeting Summary
May 9, 2017
9:30 AM - 11:00 AM
University Hall, Room 454

Welcome and Meeting Objectives – Dom

Review and approve the summary of 4-11-17 meeting – Dom

The April meeting summary was approved.

New Business

> **Update on Web Communications and**
> **Adobe Experience Manager – Jeremy Martin**
> **Ben Stockwell**

Jeremy opened the program by giving an update on several Digital Communications

projects.

- **Homepage refresh –**
  Jeremy provided a brief chronological history of the UC web page and gave a sneak preview of the new version. They have contracted with mStoner for the new design which will be unveiled in late 2017. The long-term approach   is to make it sustainable. The pages would have the same look and feel   throughout. This means there will be a standardized template for all units to use. It would also need to be mobile friendly.

The strategy for the content is to focus on prospective students. The former president and provost provided the team with the direction and strategy.

- **News**
  Ben mentioned that there will be a new and improved visual design where the news is combined for all units. There will be one location for news and it is to be highly visual. Sharing of stories will be encouraged. The goal is to have the audience come to our website for the news. The news page will also roll out in Late 2017. Brian inquired whether the colleges can participate in the News. Ben's concept would be that there would be social sharing similar to a Blog format. Colleges would be encouraged to participate and would maintain their sections. A buffer would still exist, but the colleges would have more control.

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

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- **Enterprise Web System**

    As mentioned above a consultant (mStoner) was hired to develop the templates and architecture for the website. The goal is to provide a consistent look and feel throughout. To this end Jeremy's department is working with the web authors within each college to coordinate the development starting with the migration to AEM. The goal is to limit the number of web authors, provide training to the authors and create some knowledge base articles. Knowing that this is a major task they have increased the size of their department and authored some KB articles. This effort is being conducted in conjunction with the Accessibility Project

    There are five units (Medicine, Allied Health, Pharmacy, Research, and Law) using SiteFinity which they w would like to migrate to AEM. While there is no mandate to change, all the training, KB articles and support will be focused on AEM.

- **Training**

    There was a class with Adobe instructors held in May. This was done in conjunction with the creation of the new template design. Additional training will be provided starting in June. At this time authors will be required to attend the training to maintain authorship. Training will also include accessibility.

    It was mentioned that Kaltura was essential to most websites. Paul mentioned that UC is in the process of renewing the contract for Kaltura and that they plan to offer in-person workshops on a regular basis.

    It was felt that overall Kaltura is too difficult to understand and having something like a YouTube video might be well received. University Libraries uses database driven web pages and would need assistance in using them with the new templates.

- **Governance**

    The plan is to have the web portal become part of the IT Governance structure. Currently, it is part of the Digital Communications Standards Subcommittee which is a part of the eLearning topical committee. It has as its sponsors Nicola Ziady and Paul Foster and is co-chaired by Heidi Pettyjohn and Jeremy Martin.

- **Accessibility**

    Adobe Content Management System CQ5.5 was upgraded to Experience Manager (AEM) starting in October 2016 and was completed in December. It provided increased system stability, permitted continuous integration and incorporated accessibility features. The Quality Assurance team has identified over 160 sites using AEM. They have done a baseline scan on all of the sites and

remediation has been prioritize based upon audience, traffic, and function. The first sites began remediation in April. The goal is to work through approximately 7 sites every two weeks to make them accessible. This schedule should place the AEM sites through the first stage of remediation within a year. After the first year sites will undergo a monthly scan for accessibility compliance. At that time web authors will be responsible to maintain accessible sites. Training, KB articles, and awareness courses will be provided.

As mentioned earlier for those non-AEM sites the goal is to eventually migrate them to AEM. The College of Allied Health is underway with a pilot project to migrate to AEM.

IT@UC Governance Committees: Updates, Strategies
- **Information Security & Compliance** --Geoffry Costa

There are updates to two policies in draft form:

9.1.5 Infrastructure, Software As a Service (SaaS)

Faculty and staff are not permitted to enter into contracts with vendors for software as a service.

Faculty may use a SaaS for a class as a one-time use.

9.1.14 Privileged Access

This policy outlines the separation of duties and the need to keep logs, log storage and retention policies. Also UC staff/faculty are to use UC owned equipment for UC business on/off campus.

Please send feedback on these draft policies to Matt Williams.

- **eLearning** – Paul Foster

Paul Foster mentioned that the upper administration requested more information from the LMS Taskforce regarding its plan, pilot project, and proposal including a business case analysis. He also mentioned that there will be some changes coming to Canopy this fall.

- **Research & Development** – Jane Combs

Central Research Computing Committee and Proposal.

Jane gave the committee an update on the MakerSpace project and the 1819 Innovation Hub. She also mentioned that her team is in the process of acquiring higher performance equipment. They are seeking space for the

equipment and are canvasing colleges for options. There was a meeting recently with faculty who are interested in high performance computing. Three new faculty in Engineering are bringing to campus their own equipment. Jane is working to develop a central cluster for the university.

- **Core Services & Shared Infrastructure** – Bruce Burton

    Voice Task Force Report
    The phone system is 20 years old and Bruce heads a group looking at what are university's technical and business needs looking toward the future. The Huron Study noted that the phone system needed replacement and should be replaced immediately.

    From a survey conducted recently, most people said they wanted a phone on their desk, but would not like to have a cell phone because they would possibly be contacted off-hours away from the office. The task force is looking at a technical solution that would have more functional features. In looking at Voice over IP in order for this option to be realistic, the university needs to be on CAT V cable and there are areas not using this level of cabling. In addition to the university phone system Public Safety's 911 system also needs to be upgraded. The plan would be to look at a solution that would integrate with Public Safety's emergency voice and radio system. It was also noted that wireless coverage is not adequate across the university. Bruce said he would share the report with the committee.

IT Service Management – Erma Fritsche –Due to time constraints this topic was postponed
- **One Place for Service**
- **Track tickets**

What One Thing

What Have You Heard?
Update on the Dell portal and new products – Eric Tribbe

Eric mentioned that there were known documentation issues with the portal. Other comments included that some of the new packages did not include cabling that came with previous orders. The laptop screens in the new offerings were smaller than in the past for the same or higher price. Eric recommended that purchasers use the P.O. portal for orders and avoid mailing P.O.s You may also use P-cards and contract releases.

Update on WEPA printing trial – Don Rainwater

Don indicated that the pilot has been successful and he is moving forward with the proposal to use the Wepa printing system. The recommendation will go to the IT Council for approval. He felt that with this system free printing would no longer be possible unless the colleges want to provide separate funding. Savings from the Wepa system would be applied to installing printers in the UCIT labs, paying for the increase in software licensing fees, and other uses. The proposal was shown to Student Government and received their support. Brian recommended that the report include the free printing issue. The committee wanted a list of the printing locations

Action Items: **The group agree to skip the July meeting**

Adjourn: The meeting was adjourned at 11:15 am.

Attendees: Andrew Becker, Don Hodges, Clarence Brown, John Kreimer, John Lawson, Don Rainwater, Yu-Chin Fu, Tom Cruse, Erma Fritsche, Nathaniel O'Der, Megan Pfaltzgraff, Matt Williams, Eric Tribbe, Bruce Burton, Bill Frigge, Dom Ferreri, Mel Sweet, Harry LeMaster, Jon Adams, Kent Norton, Vernon Jackson, Paul Foster, Dale Hofstetter, Jamie Byrne, Michael Tadele