IT Managers

Meeting Summary

November 14, 2017
9:30 AM - 11:00 AM
University Hall, Room 450

Welcome and Meeting Objectives – Dom

Review and approve the summary of 10-10-17 meeting – Dom

The October meeting summary was approved.

New Business

Capital Planning – Nelson Vincent with Bruce Burton

Nelson introduced the latest infrastructure project that was being implemented. He said that now through the University Architect’s support the network and phone infrastructure is being considered just like the heating, cooling and electrical infrastructure and will receive funding for periodic upgrades in order to keep these systems performing at necessary levels for the institution to operate successfully, records will be kept to depreciate them over time in order to provide cyclic funding for replacement every 5 -6 years.

Bruce outlined the current project to upgrade the equipment in the network closets across the university. The intended project length is approximately 18 months. Most of the equipment was originally purchased and installed in 2005 and has outlived its useful life. Included with this project is the plan to add or increase the power for the equipment in the closets, as well as to provide the equipment with emergency power using the building generators, (as long as there is adequate reserve power). 184 electrical closets will need electrical upgrades to support the new equipment replacement. These upgrades will be coordinated with the University Architect’s office.

Also: UPS will be added to the closets, and switches will be upgraded to allow for gigabit connections.

The project will also include replacing the phones on desktops. This equipment was acquired prior to 1998 and has long outlived its useful life. Cincinnati Bell will be providing the new phones and will also provide training and some KB articles. The new phone system will support the new 10 gigabit transfer. This will not only be an improvement for the faculty and staff, but should greatly improve service in the residence halls where the plan is to replace cable TV with video over IP.
After the network and phone upgrades the third phase of the project is to upgrade the wireless network. Currently, there are 4,700 access points and these will be upgraded to the latest version.

There will be communication coming regarding the schedule and buildings that may be affected with temporary outages. The intent is to kick-off the project in January. Most of the work is planned to be completed during normal working hours.

**Update on Adobe and UC Flex from last month** – Brian

Brian asked the group if there were any further questions or comments regarding Gary Casson’s presentation on the changes to the Adobe contract. He mentioned that Gary had not contacted him to confirm that the contract was finalized or on the issue of providing a per user or per device contract. As a reminder Brian said that the Acrobat X version is no longer supported and you can’t install DC without the using new contract.

**CDW Collaboration Presentation** – Brian Verkamp, Dom Ferreri

As a follow-up to the September meeting, Brian, Dom, Bruce, Jason Gerst, and Seth Thompson met with CDW-G to plan the meetings with campus representatives to understand how the various products were being used. As a reminder the four categories they would be investigating.

- Call (phone)
- Messaging (text)
- Meeting (conferencing)
- Sharing information (file sharing, storage)

The intent is to schedule focus group meetings in mid to late January and to have a broad representation of faculty, staff and students involved with the discussion of collaboration tools. From these meetings a recommendation would be made to UCIT administration on the results.

A question was asked whether the Foundation could be included in these discussions. The answer was yes.

**IT@UC Governance Committees: Updates, Strategies**

- **Information Security & Compliance** -- Matt Williams

  Matt mentioned there was a packet of security policies that the IT Council had recently approved. They can be found of the InfoSEC website.

- **eLearning** – Paul Foster

  Paul informed the group that the upgrade to Blackboard is still planned for December 15th. This upgrade will provide UC the most recent update of the software. There was an attempt to run an upgrade this past Friday evening, in order to move Blackboard from the Oracle servers to the SOCC but there were some complications. Another attempt will be tried soon. This work does not affect the upgrade scheduled for 12/15.
Paul also mentioned that there is an effort underway to try to develop standards for the “clickers” used in the classrooms. Most freshmen and sophomores use Turning Point devices while others use eClicker and others.

He also informed the group that the WebEx contract will be up for renewal this summer and he is interested in what others are using. Paul would like to announce the new conferencing tool in April to give faculty a chance to learn it prior to fall semester.

Meg asked about the status of the LMS Taskforce. Paul said that it was placed on hold due to the upcoming HLC accreditation review and the 200th anniversary events starting in 2018. While we are undertaking the Blackboard updates to make it more current, the product is not as good as Canvas. He will need funding to purchase Canvas which will need the support of administration. The bicentennial may take a higher priority over the need to purchase a new LMS.

- **Research & Development – Annette Ready**
  Annette reported that the Research and Development Committee was planning to survey researchers to determine their technology needs. Categories included in the survey are infrastructure, storage, and bandwidth. The survey would be targeted toward heavy data users.

- **Core Services & Shared Infrastructure – Don Rainwater**
  Don stated that there is a planned shutdown of the data center on 12/28 to upgrade the electrical system. It should require about 18 hours before the various systems can be restored. This means that UC Flex and Catalyst will not be available during this time. The time clocks will be working although the connection to the center will not be available. Some core services will be moved to the SOCC during the datacenter shutdown. There will be communication forthcoming regarding which services will be in operation and which ones will not available.

- **IT Service Management – Erma Fritsche**
  Erma provided a brief overview on ITSM. Her team has been improving the escalation paths and determining the right diagnosis for the various incidents and service requests. The next project is to incorporate Change Management into the process. They are working with a consultant from Team Dynamix to plan their strategy.

- **What One Thing – Erma**
  Erma circulated Post-IT notes to the group for them to provide one or two ideas that are facing them that will become some of the topics that will be discussed at future meetings. She will provide an update from the past topics along with a summary from what the group has suggested.

- **What Have You Heard?**
  A question was asked about the two Assistant Vice President positions. The job descriptions are being reviewed and will be posted next Monday. The current issue is to insure there is an adequate diverse pool of applicants for the positions.
Another question was raised on how people are handling electronic signatures with the recent changes to the Adobe contract.

**Action Items**

- New Action Items
- Old Action Items

**Adjourn**

After announcing that this was Tom Cruse’s final meeting due to retirement, the meeting was adjourned at 10:45am

**Attendees:** Andrew Becker, Don Hodges, Clarence Brown, John Kreimer, John Lawson, Don Rainwater, Tom Cruse, Erma Fritsche, Nathaniel O’Der, Megan Pfaltzgraff, Matt Williams, Eric Tribbe, Bill Frigge, Dom Ferreri, Dale Hofstetter, Jon Adams, Kent Norton, Katrina Biscay, Michael Tadele, Birsen Kaya, Nelson Vincent, Brian Verkamp, Paul Foster, Seth Thompson, Terry Kunky. Annette Ready, Chrissy Harris, Diane Brueggemann, Bruce Burton, Mel Sweet, Kevin Statton, Vernon Jackson