IT Managers Meeting Minutes

Date: December 12th, 2017
Time: 9:30-11:00AM
Location: University Hall, Room 450

Current Membership Roster

1. Welcome and Meeting Objectives – Dom Ferreri/Brian Verkamp
2. Review and Approve Meeting Minutes
   a. The November meeting minutes were approved with some minor changes.
3. UCIT Capital Plan Update – Bruce Burton
   a. The capital funding request has been approved and they are currently in a holding pattern waiting for the money to be transferred into UCIT accounts. This will impact the entire UC campus. All new edge switches will be installed, phones will be upgraded to VOIP (PBX is 20+ years old), and all wireless routers will be replaced. UPS (Uninterrupted Power Supplies) will be installed on all equipment.
   b. An audit of all the closets is being performed right now; the dorms and CCM are finished. They are not only updating the closets, but professionalizing the closets as well. No work will be done during the first two weeks of Spring Semester. The plan is to start in late January. The first building will be HPB/Kowalewski, then the CCM node will be next. The network switches need to be replaced before phones can be installed.
   c. Emily Baute is working on a communication plan to make sure the end users are informed. She will be sending out a spreadsheet to the IT Managers for contact info and where their departments are located. The local outages will be communicated in advance to minimize disruptions. Bruce asks that the IT Managers help
communicate what is coming.
  i. The committee asks that when the communications come out with the dates that each closet is being worked on that there is a list of areas impacted (rooms/floors/buildings that are affected) by the closet maintenance attached.

d. Questions asked regarding the project:
  i. Can a standard email communication regarding the project be developed for the IT Managers to send to their areas? Yes, Bruce will work with Emily to write up a standard email communication.
  ii. Will the subnet change? No.
  iii. Are there any impacts to the specialized VLANS? No, they will stay the same.
  iv. Will all switches have pixie setup and multi cast? That is in our DNS and IP helper addresses, and those will not change.
  v. Sensitivity around the new equipment – for example, switches above sinks, odd settings due to infrastructure of buildings, etc., that the project team should be aware of? Dale is looking at closets. Some may need ventilation or there may be a couple of cases where a closet may need to be relocated. The team is taking all of this into consideration.

4. Update on Collaboration Tool Strategy – Dom Ferreri/Brian Verkamp
   a. CDW has offered to come and analyze the tools that UC uses to talk, meet, message, and share. The effort will be executed by having dialogue with faculty and staff to understand what tools they are using and how those tools work. From the dialogue, CDW will come back with complied information and recommendations to potentially decommission tools or purchase new tools. Moving to Cisco phones and the renewal of the Microsoft contract will be taken into consideration. Brian Verkamp will distribute a one-pager to the working group after the meeting and it will be distributed in the next 48 hours to the committee.
   b. Focus groups have begun to form consisting of IT Managers and a faculty member from each of their areas. IT Managers have been directed to provide the faculty member that will participate alongside them by January 19th to Brian Verkamp. Brian will include the list of meeting dates with the one-pager for reference. There will be nine 90 minute sessions. A few of the colleges have been combined due to similarity of studies (i.e. CoM and Pharmacy).

5. IT@UC Governance Committees: Updates, Strategies
   a. Information Security & Compliance – Bo Vykhovanyuk
      i. Tony Iacobelli gave today’s update: End of life support for TLS version 1.0. (sending alerts). TLS 1.1 early versions are no longer acceptable as of 6/3017. We recommend going to version 1.2. If you have any issues upgrading, InfoSec can help with options.
      ii. Question – Is McAfee not available for High Sierra? InfoSec is working on product updates with McAfee, and this should be stabilized within the week.
   b. eLearning – Paul Foster
      i. UC will be moving to the Q2_2017_CU4 update on Friday, December 15th,
This is the most current upgrade release. There has been copious communication throughout campus on different platforms. The two biggest changes are there will be a new look and feel to the interface and Crocodoc, Blackboard’s inline grading tool, will be replaced with New Box View. On www.bbpreview.uc.edu, the current version is installed where faculty and staff can view the new, more modern interface. It is more mobile friendly and is accessible. They can also test out the new inline grading tool.

1. Bbpreview is a clone of UC’s productions site from early fall semester where you can log on with your CLS.
   ii. Mobile app will not be impacted by the upgrade. They are updated separately by Blackboard.

   c. Research & Development – No Update

   d. Core Services & Shared Infrastructure – Bruce Burton
      i. The R25 will be down Dec 12th – Dec 18th. This was communicated in DDD.
      ii. A task force has been formed to research and analyze the university spend on survey tools. They are looking to identify a tool to be used enterprise wide. This is still in the early stages.

6. IT Service Management – Erma Fritsche
   a. Incident management fulfillment is transferring into CSI mode (continuous service improvement).
   b. Currently gathering information from Team Dynamix and working to confirm the identification of desktop support groups. We need to ensure we get tickets to the correct Level 2 group. You will be contacted for information regarding your area’s coverage. We want to provide a consistent end user experience and that answers can be found in a single place.
   c. A new change management process will be in place starting in mid-January. Best Practices training will be provided over the next few weeks. The next steps will then be to provide the second 3 steps in the 10-step design, and to move change management into Team Dynamix. Approvals will also take place in Team Dynamix.

7. What One Thing? – Erma Fritsche
   a. Erma Fritsche will bring one item each month to the committee to discuss how we are going to improve.
   b. Erma presented the responses of the Post-It note exercise. She categorized responses in a spreadsheet. Next month, James Saunders will bring in some information and statistics on KnowledgeBase, which can reduce the number of tickets, as people use this for self-service help. This spreadsheet will be updated with all the discussion from today’s meeting, and posted to the IT Manager SharePoint site. (See link below)
   c. A discussion on storage ensued. If we want to have a deeper dive conversation, this will come out of the Collaboration Tool project. Dom suggested a storage summit to discuss and take best practices from all.
   d. The GetIT page will eventually be decommissioned at some point.
   e. DDD communication of the rates document is not consistently distributed. Dom will look into this and add the correct department heads to the DDD. What about those who are not on the DDD list - how do we ensure the information gets to the correct stakeholders? The IT managers group will also be given the link to this document. It would be nice if the rates
were available before the budgeting process. More research and discussion around this topic is required. (Budget processes will now start in January.)

f. The rates document will be placed on GetIT for now, and then on Team Dynamix at some point.

g. Here is the link to the “What One Thing?” Spreadsheet:

https://share.uc.edu/uc/ucit/pas/proc/CCs/ITUC/ITM/Shared%20Documents/What%20One%20Thing%20Update%2012-12-17.xlsx?Web=1

8. What Have You Heard?
   a. Data Center Outage – The Data Center will have a scheduled power outage for maintenance on Thursday, December 28th, from 5AM to midnight. There has been a lot of electrical pre-work done to try to minimize the down time. For more information on what systems will be up and down during this window of time, please visit www.uc.edu/ucit/maintenance. Russ Bernard is handling internal communications and Emily Baute is handing external communication. The committee agreed that this cannot be over communicated and that everyone should receive notification when systems come back up.

9. Action Items
10. Adjourn @ 11:00AM

ANNOUNCEMENTS:

Friday, December 15: Blackboard will be unavailable from 7 a.m. to 7 p.m. while technicians upgrade the system to the “Learn 2016” theme.

Thursday, December 28: The majority of IT systems will be unavailable from 5 a.m. to midnight during a planned power outage in the university’s primary Data Center.

More information is available at uc.edu/ucit/maintenance.

We have also attached a double-sided flyer for your reference.

Attendees: Brian Verkamp, Megan Pfaltzgraff, Seth Thompson, Greg Crase, Erma Fritsche, Dianne Brueggemann, Clarence Brown, Yu-Chin Fu, John Lawson, Dale Hofstetter, Nathaniel O’Der, John Kreimer, Kent Norton, Vernon Jackson, Dom Ferreri, Eric Tribbe, Birsen Kaya, William Frigge, Don Rainwater, Bruce Burton, Jon Adams, Paul Foster, Kevin Staton, Lisa Padgett, Andrew Becker, Terry Kunky, Tony Iacobelli,

Apologies: Christina Amann, Jamie Byrne, Chris Diersing, Taylor Gary, Gary Grafe, Jason Green, Don Hodges, Daniel Kuhlmann, Ketaki Mhaisekar, Steve Morales, Annette Ready, Aaron Rucker, Jason Shoemake, Benjamin Stockwell, Christine Street, Michael Tadele, Nelson Vincent, Bo Vykhovanyuk, Matt Williams