IT Managers

Meeting Minutes
February 13, 2018
9:30 AM - 11:00 AM
Langsam 475 - From the entrance of the building, walk straight from the south end of the building to the north end and to the left of Triceripter. It is across the large hallway from CET&L.

1. Welcome and Meeting Objective – Dom Ferreri/Brian Verkamp
2. Review and Approve Meeting Minutes
   a. The minutes were unanimously accepted.
3. UCIT Capital Plan Update – Bruce Burton
   a. The Network Upgrade webpage for the project has been created and is in beta form. It currently does not have the schedule posted, but it will be up there in the next few weeks. The schedule will have the day of week and time that the update is being performed. Please check out the website and give any feedback committee members have, please send to Emily.
   b. The upgrades are planned to start the week of UC’s spring break. HPB will be first, which will take place Monday and Tuesday of that week. The Teachers/Dyer complex will follow and will take place Wednesday, Thursday, and Friday of that week.
   c. There was discussion regarding whether or how much the bundled rate will increase. This is currently under discussion and once this is determined, it will be shared with the group.
4. IT@UC Governance Committee: Updates, Strategies
   a. Information Security & Compliance – Bo Vykhovanyuk, Matt Williams
      i. Duo Access Gateway Update – Geoff Costa has been spearheading this project. The initiative came down through senior leadership. July 31st was the initial start of the pilot testing of Duo on UCFlex with the Controller’s Office, HR, OIS, and BCS. During the month of September, phase two began which opened it up to business users with a 2 month opt-in period. During the opt-in period, 70% of users enrolled. As of November 1st it was mandatory enrollment for all business users (1,414 users are currently in mandatory enrollment). Duo is going live
March 1st. This will require all UCFlex users to use Duo, no one is allowed to opt-out. (People using the UC mobile app or that hard swipe to clock in and out will not be required to use second factor). They are currently trying to communicate to leadership throughout all departments to encourage self-enrollment. About 3,500 people are currently enrolled, about 15,000 people will be enrolled total starting March 1st.

- They are encouraging all users to use the Duo Mobile app which is an industry standard. There are options for people that don’t have cell phones or landlines. Duo will remember your second factor for 30 days as long as you are on the same computer, on the same browser. If you are on a new browser, you will have to provide second factor again.
- The Help Desk has been a part of the project from the very beginning. There have been very few issues—mostly about how to setup their device. There is a website and KB articles for assistance.

March PenTest – The annual penetration test is scheduled for the week of spring break. This is an external vulnerability assessment, in simple terms. About a month after the test, the results will be issued to OIS and distributed to the system owners. UC is not expecting any impact. If anyone becomes aware of an issue, or sees something out of the norm, please reach out to OIS.
- Note: This is the same week as the start of the Network upgrade, if a building is down, it can be requested that it be done another week.

b. eLearning – Paul Foster
   i. WebEx dashboard – this will be presented next month
   ii. Bb Ally pilot – Ally, the Blackboard accessibility tool, was enabled for 25 instructors and 65 courses for spring semester. The pilot will run through May 2018. Ally provides an accessibility score and guidance on how to make documents more accessible.
   iii. One of the pilot goals is to use Ally to scan 5-10% of UC’s Gateway and Online Courses. On average, courses are scoring about 25-30% accessibility. Key issues: images without descriptions, and cannot read edits in Word/PDF’s.
   iv. One feature of Ally is that it can convert Word or PDF into an MP3 file in minutes. This feature has made the importance of correctly labeled headers clear.

c. Research & Development – Jane Combs
   i. No update

d. Core Services & Shared Infrastructure – Bruce Burton
   i. See Capital Plan Update
   ii. Two initiatives are coming from this committee – the proposal for a university-wide portal and the search for an enterprise-wide survey tool. These ideas have been presented to Nelson Vincent to provide sponsorship. There will be a conversation regarding these initiatives at the ITCAC meeting next week.
   - Enterprise-wide survey tool – a small group researched about survey tool usage at UC. Discovered there is enough spend to encompass an enterprise tool and there is a clear need for one. Working on how this can be brought together into a site license.
5. **IT Service Management – Erma Fritsche**
   a. Vernon Jackson presented customer satisfaction survey results (students/faculty/staff).
      A gap analysis indicated 26 gaps which were addressed by process improvement.
      i. Switched from Footprints to Team Dynamix; added the portal; now looking into open tickets.
      ii. Customer satisfaction Q1 results were 83%, and Q2 going into Q3 were 90%.
      iii. The presentation is included along with these meeting minutes, and is also in the IT Managers SharePoint site.

6. **What One Thing... - Erma Fritsche**
   a. Storage Summit – There are a lot of topics that have come up during the “What One Thing...” exercise and some come up consistently, but there is never enough time to have a full discussion about each one. If people are interested, considering scheduling a block of time in a room where people that would like to participate can come talk about whatever topic the committee decides on and have a full discussion about one topic. The plan would be to have these ‘Summits’ a few times a year to cover different popular topics.
      i. The committee expressed interest in doing a summit about storage at the university.
      ii. A lot of these popular topics were covered in the collaboration meeting with CDW. The report that CDW gives us can be a resource to identify future summit discussion topics.

7. **What Have You Heard?**
   a. Collaboration Tool Study – Brian Verkamp thanked everyone for participating. CDW is working on putting together the report of the focus groups. Based on CDW’s report, UC will be able to form a recommendation. Planning to present the reports and recommendation in next month’s meeting.
   b. We need to address the policy question of how do colleges ensure their professors are in compliance? What are other colleges doing? Colleges are uploading documents to their websites with links to these policies; there is ongoing training offered; some colleges have has OIS come and present to faculty and staff; etc.
      i. This policy was vetted to the university from senior leadership. No one is policing the colleges as to whether they are compliant or not. However, if there was an internal audit or a breach, those areas not in compliance will be put under the microscope.
   c. Wepa printing – 1.3 million pages have been printed since August. The original complaints have subsided. The College of Business was just recently added.
   d. Box – There are about 19k active accounts, using about 85 terabytes of storages

8. **Adjourn @ 11:00AM**

**Attendees:** Jon Adams, Andrew Becker, Clarence Brown, Diane Brueggemann, Bruce Burton, Dom Ferreri, Yu-Chin Fu, Dale Hofstetter, Vernon Jackson, Birsen Kaya, John Kreimer, Terry Kunky, John Lawson, Ketaki Mhaisekar, Lisa Padgett, Megan Pfaltzgraff, Don Rainwater, Kevin Staton, Seth Thompson, Eric Tribbe, Brian Verkamp, Matt Williams, Paul Foster, Rick Grant
**Guests:** Geoff Costa

**Apologies:** Christian Amann, Jamie Byrne, Greg Crase, William Frigge, Erma Fritsche, Taylor Gary, Gary Grafe, Don Hodges, Kent Norton, Nathaniel O’Der, Annette Ready, Aaron Rucker, Jason Shoemake, Benjamin Stockwell, Christina Street, Michael Tadele, Nelson Vincent, Bo Vykhovanyuk, Steve Morales

[Current Membership Roster](#)

[IT Managers SharePoint Site](#)