IT Managers

Meeting Minutes
March 13, 2018
9:30 AM - 11:00 AM
Teachers-Dyer 407

- eLearning – Paul Foster – No update provided – could not attend
  - LTS and WebEx dashboards – Michelle Ford – could not attend
- Research & Development – Jane Combs – No update
- Core Services & Shared Infrastructure – Bruce Burton

- IT Service Management – Erma Fritsche
  - Change Management Process Improvement – Debbie Bird
- What One Thing... – Erma Fritsche
- What Have You Heard?
- Adjourn

Review and Approve Meeting Minutes – February minutes were approved pending the updates below:
- Megan P. requested that the minutes be updated to reflect that the bundled rate was discussed.
- Add reference to Data governance and Classification Policy Update – verbiage.
- Update about Help Desk support.

UCIT Capital Plan Update – Bruce Burton
- Kowaleski Hall (HPB) – Network upgrade completed successfully.
- Teachers-Dyer upgrade begins Wednesday.
- Service Desk – Standing ticket will be created daily for the upgrade. Calls received by the Service Desk related to the upgrade will be attached to this ticket. Ticket will be closed daily or when all tickets are resolved.
- Meetings are taking place with Bruce Burton and Barb Renner with building and IT contacts to review the process, schedule and impact of the upgrade.
- Things to think about during your meeting:
  - Legacy systems that can only run on a 10G line versus a 100g line – ports are locked on the current switches for this purpose.
  - Brian Verkamp – modified the communication from the project to meet the needs of his college. Brian also added a paragraph to
his communication addressing the benefits of the upgrade to the customers. Will send to Emily Baute for reference.

- Brian also requested that Tech support remain in the building after the upgrade from 8am-9am to address issues if they arise.
- The upgrade schedule is only built out for CCM node room, dorms, and Stetson. Updated schedule can be found on the website.
- CCM (Clarence) – noted an issue with obtaining MAC addresses and has requested that calls to IT@UC Service desk be rerouted to CCM to address. The issue with obtaining the MAC address from the user will exist throughout the life of the upgrade for all MAC users.
- Clarence also asked about the ability to use VoIP over a Cat 3 cable line. Has concerns as they cannot use WebEx over the Cat 3 cable today. The upgrade project does not include upgrading the Cat 3 cabling across campus.
- The upgrade window for Blegin and McMicken will be from midnight to 8am.
- A survey will be sent out to the building and IT contacts after the upgrade. Will be used as a lessons learned for the team.

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

**Information Security & Compliance – Matt Williams**
- Penetration Testing was completed over Spring Break. No issues were reported.
  - A report will be created over the next few weeks
- Duo – 15K users are currently enrolled. No major issues
  - Challenge is when there is no secondary device – don’t use technology – no cell phone, etc. Mobile employees such as Van drivers have trouble logging in to clock in for time keeping
  - Challenges when a person gets a new mobile device
    - Should have more than 1 device connected to Duo – add desk phone

**eLearning – Paul Foster**
- No update provided – could not attend
  - LTS and WebEx dashboards – Michelle Ford – could not attend

**Research & Development**
- Jane Combs – No update

**Core Services & Shared Infrastructure – Bruce Burton**
- See Capital Plan Update

**Brian Verkamp updates**
- Jason Lemmon – VP and Provost, Dean of Cincinnati On-line started on March 1st
- Cincinnati On-line is more than just Cincinnati. A group visited the University of Florida and Penn State.
  - Need to differentiate this to the public
  - UC currently uses Pearson to recruit students to our on-line programs. The recruiting is being brought in house. Paid Pearson approximately $19M/year
  - Need to Brand/Market Cincinnati On-Line – drive traffic to one place
  - Support students in a holistic way- what do they need to succeed?
There is a gap in support of the on-line learner population
- Quality Matters- Instructional Design – very important aspect – need more oversight
- Early childhood on-line program- help on-line orientation, helping hands for students – saw drastic improvement in engagement and success of students.
- Student satisfaction On-line are higher than face-to-face
- Instructional Designers were critical in helping Faculty to create better courses designed for on-line learning

**IT Service Management – Erma Fritsche**

- Phase I- ITIL implementation at the Service Desk is complete
- Phase II- Change Management. Began at UC in 2007, formally documented in 2011. Improved based upon findings from Risk Assessment last year
  - Currently use a homegrown change management tool – Debbie Bird records the information in 3 different systems
- Erma conducted a Poll with the group. Results will be shared in SharePoint
- The Service Desk serves as the University phone operator. The voice recognition is over 10 years old. The replacement of this software is NOT part of the telephone system upgrade.
- CCM is no longer using TD. It took too long for their team to get access to TD. They were not getting the support they needed for TD
- Issues with local IT submitting a TD ticket and the ticket is being reassigned back to them. Need to correct the process flow.
- Working with HR regarding bad data on people. Using new ‘tool’ with more up to date data.

**What One Thing... - Erma Fritsche**

**What Have You Heard?**

- Jon Adams – Looking for volunteers to serve on two different committees:
  - IDM proposing change to Active Directory- decommissioning – problem with turning off accounts (disable account vs deleting account)
  - Greg Vehr and Michele Ralston and Nelson- University wide intranet project. Currently no funding. Public content has to be removed – for internal purposes.
    - Web content – internal content
  - Received seed money of $25K – will begin requirements gathering
- Brian Verkamp – Jamf Enterprise license – can it replace Airwatch? We spend over $90K on Airwatch. Will cost ¼ to 1/3. Currently utilized by Nursing, Athletics, College of Medicine
  - Service owner is Don Rainwater
  - Manage MAC specifically
  - Currently have 50 licenses – UCIT MAC’s om the labs – testing
  - College of Medicine currently uses Jamf – does not handle Androids
- Mobile Device Management – what is the strategy? Will not manage personally owned devices
- Eric Tribbe will send article regarding the European Data Sanitation requirements. How will this affect UC. CCM currently deals with this today related to shows they perform in Europe.
• Adjourn @ 11:00AM

Current Membership Roster

IT Managers SharePoint Site