IT at UC Governance

IT Managers
Meeting Summary

September 12, 2017
9:30 AM - 11:00 AM
University Hall, Room 450

Welcome and Meeting Objectives – Dom

Review and approve the summary of 08-08-17 meeting – Dom

The August meeting summary was approved with one revision.

New Business

Message from the CIO – Nelson Vincent with Jon Adams, Don Rainwater

Nelson summarized the incident on August 21st and thanked everyone for their assistance in dealing with the outage and resolving the issue. He talked about what is being implemented to avoid a similar incident. The discussion centered on the communications and the delay in getting the message to the community.
Should we revisit using a cloud-based text messaging system? It was mentioned that the Team Dynamix web portal was available and on that page is a system status message. Using the web for obtaining updates is a new learning curve for faculty students and staff, and is a change from receiving emails.

The feeling was that communications were poor and delayed as much as 2 hours. The Nixle messaging was felt to be good, but Public Safety was reluctant to use a life safety system to distribute technology status reports. Nelson mentioned that he was in close contact with Public Safety to discuss conditions, i.e. whether this was an act of sabotage and should the university be closed. Suggestions for communication systems are welcomed and should be directed to Michele Ralston.

Don mentioned that they will be reviewing the back-up procedures and will be better prepared in the future. Jon mentioned an upcoming test of the authentication system at the SOCC this Friday, September 15th from 5 – 6:00 am. This test should not affect anyone or any system.

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

UNIVERSITY OF
Cincinnati

CDW Collaboration Presentation – Brian Verkamp, Don Barker, Marvin Gentry, Ozzie Vargas

Don Barker gave a presentation on a service CDW-G provides that collects information on what software is being used at UC and could the variety of products be reduced to a fewer number. He mentioned four categories they would be investigating.

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

Under those categories he showed the numerous products available. UC has a number of products in each category. Could the number be reduced? Don suggested that his company come to campus and hold a series of town hall meetings to discuss and collect information on what software is being used and how it is used. From this information his company would produce a report with recommendations for the institution. There is no cost for the effort. He mentioned that this work was undertaken at the University of Maryland, Purdue, and Stark State University in Cleveland.

After the presentation Brian asked the group about their interest in having this company come to UC. The group felt that the effort would be worth the saving in eliminating one or more similar software products. There was a general consensus to undertake the study perhaps under the leadership of the PMO to manage the project. Faculty and students should be included in the focus groups.

IT@UC Governance Committees: Updates, Strategies
- **Information Security & Compliance** -- Matt Williams

  Matt informed the group of the results of the risk assessment survey. Basically the IT managers' responses from the survey were much the same as other areas within UC. The response was consistent with the other groups in identifying the risks and their priority. He said the Heat Map was presented to the Board of Trustees through the Audit Compliance Committee.in August.

  One question that was raised was whether IT Governance was considered a risk? The answer was yes and it should be reflected on the risk register. It was shown on the Educause risk register as a high risk.

  Matt also spoke on the multi-factor authentication system called Duo. This new system is being rolled out, but there is an opt-in process to use this system.

- **eLearning** – Paul Foster

  Paul informed the group that the upgrade to Blackboard is planned for December 14th which is after grades are due and should only affect two colleges, Law and Medicine. This upgrade will move UC closer to the new version of the software called Ally. Blackboard representatives were onsite for three days to review the upgrade planning and offer support. This upgrade will include some new features. One of the features is that students who sign up for classes can receive a receipt that they were confirmed for the class.

A concern was raised that some College of Medicine departments use Blackboard. Paul said he was meeting with representatives from both colleges to minimize disruptions.

- **Research & Development** –Jane Combs

Jane reported that the Research and Development Committee was meeting later today and is planning their course for future projects. She invited the managers to attend the meeting. The Center for Business Analytics is using Box for their data file sharing. General Counsel us reviewing the contractual agreements regarding maintaining trade secrets on Box.

- **Core Services & Shared Infrastructure – Don Rainwater and Jon Adams**

See report on System outage at the start of school – earlier in this summary

IT Service Management – Erma Fritsche

Erma provided a brief overview on the Help Desk operations during the system-wide outage at the start of the semester. She said that Team Dynamix was still in operation even though UCIT's authentication system was not operating. People could reset passwords and place calls to the university operator. She will provide a more complete report at the next meeting.

Her team has been improving the escalation paths and determining the right diagnosis for the various incidents and service requests. Her team is willing to provide training and has some video clips for people to use for training purposes.

What One Thing – Erma

Due to time constraints this topic will be discussed at the next meeting.

What Have You Heard?

Updates from Don Rainwater

Student Printing

Don reported that students are using the Wepa printing service. Over 200,000 prints were made since the start of the semester. When asked about the free prints, Don said that they have come up with a way to permit free prints for colleges. Essentially the college would provide a print subsidy and Wepa would implement it for those students in that college. Any funds not used at the end of the semester would be returned to the college. A member of the group mentioned that some scholarships offer funds for printing as a part of the scholarship similar to textbook money. Don was going to research this. Brian mentioned that from what he has heard the students really like the system, especially the ability to use multiple devices. There seemed to be a consensus that the communication was lacking to introduce the service.

Action Items

- **New Action Items**

- **Old Action Items**

Adjourn

The meeting was adjourned at 11:10am

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, Harry LeMaster, Jon Adams, Kent Norton, Katrina Biscay, Michael Tadele, Greg Crase, Bierson Kaya, Nelson Vincent, Annette Ready, Chris Diersing, Lisa Padgett, Brian Verkamp, Paul Foster, Seth Thompson