



## IT Managers

# Meeting Summary

March 14, 2017

9:30 AM - 11:00 AM

University Hall, Room 450

### Welcome and Meeting Objectives – Dom

### Review and approve the summary of 2-14-17 meeting – Dom

The February meeting summary was approved with the notation the action items should be noted at the end of the summary to be carried over to the following month and there was to be a link to the Bylaws to note the comments and track progress through the system.

### New Business

#### Brief Update on Travel and Expense Project – Terry Kunky

Terry informed the committee that they are running a live pilot on the Concur Travel and Expense system. The pilot includes Athletics, Provost Office, President's Office, and College of Medicine, parts of Arts and Sciences, and CECH. In addition to travel reservations/expenses, P-card purchases will also be run through the new system. April 25<sup>th</sup> will see the full introduction of the system for the university. There is training available on Tuesdays, Wednesdays and Thursdays from March 30<sup>th</sup> through June 30<sup>th</sup>.

There are three distinct sessions depending on your roll in the approval process. Online training is also offered. While training is not required to get into the system it is highly recommended.

Link: <http://www.uc.edu/af/travel/concur-training>

## IT Managers Committee

### Committee Co-Chair

**Dominic Ferreri**

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### Committee Co-Chair

**Brian Verkamp**

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

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

Matt shared with the committee the Security Policy Status Chart. This chart is to track the progress of the various security policies and updates to those policies. While it is not on their website they are willing to provide the spreadsheet upon request to the various governance committees.

He also gave a brief preview of the table top exercise that will be presented to the committee next month. He mentioned that IT security is one of many risks that the university must manage and it is a high impact, high visibility risk.

Also mentioned was the FISMA task force which is examining security for research data and responding to the federal government regulations. A report will be forthcoming.

- **eLearning**

### **LMS Taskforce Committee – Paul Foster**

Paul outlined the current status of the project that began three years ago. A formal RFP was issued last August. The committee evaluated the responses to the RFP and a small scale pilot is to be implemented this summer/fall. A limited number of faculty and students will be asked to use Canvas and from the results of this pilot there will be a recommendation made to the governance committee. A larger pilot will be launched in 2018 working around the HLC visit in the fall of that year. Paul said they were accepting volunteers for the pilot; he said they were seeking select courses and faculty who are comfortable with technology.

It should be noted that even if the university remained with Blackboard, the platform will be changing, so there will be a major disruption regardless of which product is selected. Paul provided a handout to the IT Managers. The link to the LMS Taskforce website with all of the materials is provided below.

<http://www.uc.edu/provost/initiatives/elearning/strategic-initiatives/lms-task-force.html>

## EIT Spring Marketing Campaign – Chris Edwards (via email)

An Accessibility Awareness Course (built in Blackboard) is nearing completion

- Soft roll-out to focus groups late-March; whole course available starting early April
- The course covers what is electronic accessibility, what is assistive technology, examples of eAccessibility, and who is the Accessibility Network (i.e., a general overview of accessibility)
- Currently, course is on a volunteer basis - might be required sometime in the future, but we don't know how that looks yet
- 30-40 minutes to complete
- Remediation of websites within AEM
  - Adobe Experience Manager website remediation began late January with a Trial Group of 5 websites - using accessibility scanning software called WorldSpace “Comply” (KB article about Comply - <https://kb.uc.edu/KBArticles/WorldSpace-Comply.aspx>)
  - The remaining 154 websites will be prioritized using the Prioritization Workflow which accounts for:
    - Audience (e.g. student, staff, faculty)
    - Age (new vs. old)
    - Volume (number of times page was accessed)
    - Function (core student functions vs. adhoc viewing)
    - There is a link to the Prioritization Workflow on the front page of the SharePoint site - <https://share.uc.edu/uc/ucit/PMO/Projects/Acc/SitePages/Home.aspx>
  - Will start in small batches ~10 websites at a time based on Prioritization Workflow
  - Scheduled to begin mid to late March
  - Process will include:
    - Conduct a kick off meeting with a group of Web Authors
    - Work with each Web Author to define the url's to include in the scan
    - Scan the website
    - University Communications remediates issues to templates, forms, etc.
    - Web Author remediates issues to content
    - Rescanning performed as needed
- Adobe Experience Manager (AEM) Training for Web Authors
  - BCS is working on updated new user training that incorporates accessibility training (expected early summer)
- Knowledge Base Articles
  - Knowledge Base articles about a variety of eAccessibility-related topics are being created, including AEM – you are going to start to see new articles show up frequently
  - There is now a ‘category’ called ‘Accessibility’ on kb.uc.edu
- Naming Contest Reception
  - March 22 TUC from 1-2pm (Everyone invited)
  - New name revealed; keynote speaker (Luis Perez, Inclusive Learning Evangelist) on why accessibility is important for all students

- **Research and Development** – Bret Kottman

Brett mentioned that the ScienceNet winners were getting together with OSU. Training was being provided to show how to use the Internet2. He is creating a website that will provide information on connecting Isilon data storage system to the web. Bruce Burton mentioned that the connection to G95 MSB has been completed.

#### **Action Items:**

- Jon Adams mentioned that the CollegeNet products including 25Live space reservation system had been upgraded and would see if Andy Porter would be available to come to a future meeting to present the findings from the CollegeNet's consultant report.  
[CollegeNet Report is provided as an attachment]

- A question was raised regarding the status of the Huron Group study. The consultants had surveyed numerous individuals at UC and had separated capital needs from operating to note the operational deficiencies. However, their main focus was on the capital needs. It was requested that a future meeting could be used to provide an update on this endeavor.
- Don Rainwater gave an update on the Student Printing system. The pilot seems to be working well and will continue through the ends of spring semester.
- A question was asked as to what UC used for project management. Jamie replied that we currently use Team Dynamix for project management. It has two main functions, project management and service management. The Project Management Office (PMO) uses the software for project management and a few departments use the ticketing applications within the software. Jamie is the contact person to discuss the use of the project management tool with other departments.

Currently there is an effort to migrate the service management, incident management, service catalog to Team Dynamix. Erma Fritsche is leading a team effort to implement IT Service Management using Team Dynamix. She would be the contact for use of this software for these services.

#### **What Have You Heard?**

- Yu Chin inquired who attended the Dell Road Map session and there were few in the room who said they went to this presentation.
- She also asked about how asset management is being performed. It was mentioned that various software is being used and no one university system is in place at this time.
- CDW-G is not a supplier of Dell products for UC. You must use the Dell portal. You may use CDW for other IT equipment.
- A question was raised regarding the cost for student software licenses. Gary Casson had sent an email in January noting the price increases were coming to offset the deficits being incurred on software purchases. The price increases would be in effect starting FY 2017/2018 and would continue for the next four years.

[Gary's email below]

Memorandum

TO: IT Managers  
Co-Chairs: Dom Ferreri and Brian Verkamp

FR: Garry Casson, UCIT, Strategic Sourcing Manager

RE: Calendar & Incremental Price Increases for Software

DT: January 25, 2017

This memo provides you with advance notice, and explanation for the necessity for progressive rate increases for some software licenses. The anticipated rate increases will be effective July 1, 2017.

The software rate changes are necessary due to the year-after-year gap between the actual cost of software, relative to the under recovery of actual cost and increasing software recovery deficits.

In fiscal year 2016 the cost of software detailed in the attached document was \$344,692. GetIT and bookstore sales provided recovery of just \$156,530 of the total cost leaving a deficit of (\$188,613). During the current or fiscal year (2017), the software deficit is projected to increase to nearly (\$200,000).

Continued efforts to minimize software costs is evidenced in collaborative and earnest ongoing negotiation, market comparison, and longer term contracts. Annual Service Center rates have, like budgets, been marginally increased, without reflection of the actual recurring cost of software.

The strategic goal of the software pricing plan is to continue to provide prices that are better than those in the marketplace, monitor consumption, project recovery, and make adjustments annually (up or down), that ensure long-term accomplishment, over the next four years, of breaking even.

The attached chart depicts the software rates impacted for fiscal year 2018. Additionally, the goal for reducing the software deficit to (\$112,622 or 40%) in the next fiscal year is reflected in the anticipated rates for each product. Behind the rates and the goals are experienced sales estimates that factor in best discovered market prices. For example, the 25% increase to \$10.94 for the monthly charge for Adobe Creative Cloud compares favorably to marketplace low pricing of \$19.95 for the same product.

This important information on software pricing for the attached licenses is provided for budget planning purposes pending the final review and approval by the Recharge Council in May 2017.

As usual, the rates will be increased by the bookstore's marginal handling fee.

If anyone has questions, I encourage them to contact me.

Attachment below

Item	Type	I.O. #	Billing Code		GetIT	Bkstr	FY16	FY17	FY18	Actual FY16 Deficit	Goal FY 18 Deficit
1	MRC			Adobe Acrobat Prof DC	X	O		\$0.00	\$2.00	(30,983)	4,899
2	MRC	Y60448	MRC (Adobe Creative C	Adobe Creative Cloud	X	O	\$8.33	\$8.75	\$10.94	(86,285)	(74,447)
3	OTC	Y60199	DVD	DVD Purchase/CD (2012)	X	O	\$11.00	\$11.55	\$5.25		
4	OTC	Y60229	JMP-EMP	JMP Software - full Yr (license only)	X	X	\$49.50	\$51.98	\$55.10	(1,297)	(899)
5	OTC	Y60228	JMP1/2YR-ALL	JMP Software - half Yr (license only)	X	X	\$24.75	\$25.99	\$27.55		
6	OTC	Y60455	JMP-DVD-SET	JMP Software - DVD Set	X	1	\$5.00	\$5.25	\$5.50		
7	OTC			Mathematica - full yr (license only)	O	X	\$0.00	\$0.00	\$100.00	(40,333)	(21,161)
8	OTC	Y60261	SWPSAS-EMP	SAS Software - full yr (license only)	X	X	\$77.00	\$80.85	\$84.89	3,939	2,210
9	OTC	Y60260	SWPSAS1/2EMP	SAS Software - half yr (license only)	X	X	\$38.50	\$40.43	\$42.45		
10	OTC	Y60453	SAS-DVD-SET	SAS Software - DVD Set	X	1	\$10.00	\$10.50	\$11.00		
11	OTC	Y60251	SIGMAPLOT-EM	SigmaPlot - full Yr (license only)	O	X	\$60.50	\$63.53	\$73.06	(2,176)	(1,446)
12	OTC	Y60250	SGMPLT1/2EMP	SigmaPlot - half Yr (license only)	O	X	\$30.25	\$31.76	\$36.52		
13	OTC	Y60456	SIGMAPLO-DVD	SigmaPlot Software - DVD Set	O	1	\$5.00	\$5.25	\$5.50		
14	OTC	Y60263	SWPSPSSCLIEN (\$65)	SPSS - Client	X	O	\$71.50	\$75.08	\$87.84		
15	OTC	Y60264	SWPSS-EMP	SPSS Software - full Yr (license only)	X	X	\$71.50	\$75.08	\$87.84	(20,477)	(17,588)
16	OTC	Y60262	SWPSS1/2EM	SPSS Software - half Yr (license only)	X	X	\$35.75	\$37.54	\$43.92		
17	OTC	Y60254	SPSSANALYTIC (\$5)	SPSS Modeler and Text Analytics	X	X	\$5.50	\$5.78	\$6.76		
18	OTC	Y60255	SPSSSAMPLE (\$7)	SPSS SamplePower	X	X	\$7.70	\$8.09	\$9.47		
19	OTC	Y60256	SPSSVISUAL (\$7)	SPSS Visualization Designer	X	X	\$7.70	\$8.09	\$9.47		
20	OTC	Y60454	SPSS-DVD-SET	SPSS Software -DVD Set	X	1	\$5.00	\$5.25	\$5.50		
21	OTC	Y60253	SPSSAMOS (\$7)	SPSS AMOS Software	X	X	\$7.70	\$8.09	\$9.47		
22	OTC			ARC GIS - full Yr license	X	O			\$80.00	(11,000)	(4,190)
23	OTC			ARC GIS - halfYr license	X	O			\$40.00		
24	OTC			ARC GIS - DVD Set	X	O			\$5.50		
25	MRC	Y60073	BILL-ADMIN	Windows 7	O	X	\$3.28	\$3.44	\$3.61		
26	MRC	Y60073	BILL-ADMIN	Windows 8.0	O	X	\$3.28	\$3.44	\$3.61		
27	MRC	Y60073	BILL-ADMIN	Windows 8.1	O	X	\$3.28	\$3.44	\$3.61		
28	MRC	Y60073	BILL-ADMIN	Office 2013	O	X	\$3.28	\$3.44	\$3.61		
29	MRC	Y60073	BILL-ADMIN	Office 2011 for Mac	O	X	\$3.28	\$3.44	\$3.61		
										(188,613)	(112,622)

- Support for Office 2010 is being phased out over this summer. Those still using this version should be upgraded to a newer version.
- Software authentication scans check if there are exploits that could put a computer at risk. InfoSEC has a new tool – AppSpider –which is in production and is being used by Development and Quality Assurance. Both teams, are receiving administrative and advanced training. The old Hailstorm servers were shut off on April 4th. Katrina Biscay’s team is working on the content for a KB article that will be made available to all users of the tool.

**Adjourn:** The meeting was adjourned at 10:58 am.

**REMINDER:** Next month is the InfoSEC/Risk Management table top exercise.

**Attendees:** Andrew Becker, Don Hodges, Clarence Brown, John Kreimer, John Lawson, Don Rainwater, Yu-Chin Fu, Tom Cruse, Erma Fritsche, Nathaniel O'Der, Megan Pfaltzgraff, Matt Williams, Eric Tribbe, Bruce Burton, Bill Frigge, Dom Ferreri, Mel Sweet, Harry LeMaster, Jon Adams, Kent Norton, Vernon Jackson, Paul Foster,