IT at UC Governance

IT Managers
Meeting Summary
June 13, 2017
9:30 AM - 11:00 AM
University Hall, Room 450

Welcome and Meeting Objectives – Dom

Review and approve the summary of 5-08-17 meeting – Dom

The May meeting summary was approved with the note that the two InfoSEC policies were not distributed. These were distributed immediately after the meeting. The link to the InfoSEC policy website can be found on the IT Managers SharePoint site.

New Business

CollegeNet Scheduling System report – Andy Porter

Andy gave a brief summary of the history of the CollegeNet products at UC. The original Schedule 25 product has been around since the early 1990's; however, it wasn't placed into use until several years later and currently has only limited use for the assignment of classes to rooms. The Registrar continues to use a manual process due to faculty preferences for rooms that are near their offices or that they are comfortable with using.

There are 4 products to the CollegeNet portfolio at UC.
1. Calendar
2. Optimizer Schedule 25 – batch scheduler for Registrar
3. Meeting Scheduler – 25 Live
4. Utilization Analysis – X25

The original Scheduling system was linked closely with the UniverSIS student information system and as the student information system became outdated the scheduling system failed to receive updates in order to prevent corrupting the interface between UniverSIS and the scheduler. With the replacement of UniverSIS with PeopleSoft (Catalyst) there is a much stronger connection between the two products and the more recent releases of the scheduling products can be implemented at UC.

IT Managers Committee

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With this in mind the Registrar wanted to make better use of the scheduling system to attempt to improve classroom utilization. The East Campus has undergone some changes and their classrooms will become shared spaces and the need for a scheduling system is readily apparent. A study of the present use of the ColegeNet products and the current configuration was reviewed and analyzed by a consultant from CollegeNet. In his report the consultant recommended several changes.

- UCIT by default was the designated owner of the scheduling system; however this department is not responsible for scheduling classes or events
- Training was inadequate and did not reflect the current product features.
- Lack of product upgrades limited the use of the software
- Lack of a functional administrator to manage system and conduct training meant that the system was not serving the needs of the community and was not kept current.
- Lack of a Champion for the software

As a result of the study there was a commitment from the Provost, Academic Health Center, and Administration and Finance to fund a position for the functional manager who will be hired and will reside in the Space Management Department of Planning Design and Construction. This person will become the scheduler for east campus classrooms and will manage the configuration of the system for the university. This person will also be responsible for conducting training.

The parties to this proposal agreed to fund the Software as a Service option proposed by CollegeNet.

The current schedule is to hire the individual this summer/fall, then bring the CollegeNet consultant in to begin the process of re-configuration of the system. This will also open some discussions on room scheduling and assignment. Room inventories will need to be updated with current information about equipment technology, seating, etc. for each of the classrooms. The hope is to have the new system live by December.

The representative from the College of Nursing brought up the issue that the 25 Live product is not user friendly and the user interface needs some attention. Since many people use Outlook there will be two scheduling systems in use at UC. Andy mentioned that the new version does interface with a version of Outlook, but not sure if it will work with what is in use at UC. He also mentioned that with the more recent updates to the software the users might see a better user interface.

Another issue raised was whether the algorithm in the software considers where the faculty teach? Paul Foster mentioned that UC was engaging in an Educause project (Educational Advisory Board) that incorporates the classroom, student success evaluations, grades, and other factors into how successful the teaching experience was for the instructor and student. There are 80 universities participating in the project.

Another question was regarding how accessible is the CollegeNet product? Andy mentioned that CollegeNet is preparing a response for a current version of the VPAT. Were other products considered in this study? While other products were considered the feeling was it would be better to make the upgrade and see how that works than to start with a totally new product.

A final question was the placement of the functional administrator within Space Management. Was this the best department from an organizational perspective since this area does not schedule classes or

events and does not report to the academic administration? Andy said that there were many discussions on this topic and for now, the position will be placed within Space Management and the issue may be revisited at a later point in time.

IT@UC Governance Committees: Updates, Strategies
- **Information Security & Compliance** --
- **eLearning** –
- **Research & Development** –.
- **Core Services & Shared Infrastructure**

There were no sub-committee reports

IT Service Management – Erma Fritsche

Erma provided a brief overview on the progress with the new service management system. The web portal is being used to submit requests. A meeting has been scheduled to discuss the location of the portal and clean up the design. We are moving from the use of Footprints to TeamDynamix. Training was held May 31st through June 2 and over 100 people have received training. Additional training will be provided and a video link will be posted soon. Training for others will be available in the near future. The reports have been very favorable on the access to knowledge base articles and the ability to track status of requests. Paul noted that eLearning is going to a 24/7 response service.

It was noted that there are two locations for Knowledge Base articles, Erma responded that one was more public facing and the second would be for internal use only.

What One Thing

What Have You Heard?

Updates from Don Rainwater
Student Printing Replacement proposal

Don reported that IT Council was voting to approve the proposal for student printing that was shared with the IT Managers. The next step is to determine the locations for the printers. Currently, the contract calls for 35 stations with the libraries to have one at each location. Unfortunately, UC Clermont was not in the group and will need to be added. There is a committee being formed that will look at where the printers will be located with consideration given to the highest use areas such as the libraries. The intent is to be completely using the Wepa printing services and to no longer use the Unaprint system by the end of fall semester.

Data Center generator test and cleaning

The generator and switch gear for the data center will be started and equipment tested on July 14th at 7am. This should not affect the operations. However, there is a project to clean and service the large breakers which does require a full shut down of the center, (8 hours). He said they are looking at performing this service during the winter season days when the university is closed. Currently, the date

is scheduled for December 28th unless there are major reasons raised not to do it on this date. Currently this should not affect Outlook, (email), but would affect authentication, UC Flex, and Catalyst.

Mainframe Shutdown

The mainframe computer is scheduled to be shut down/turned off on June 30th. The UniverSIS student information system has been migrated to a server along with the Hoxworth data that resides on the mainframe.

Archival storage

UCIT is looking into archival storage services. Such as Amazon, Azure. The current rate for storage is 1 cent per gigabyte; however, it costs 9 cents per gigabyte to transfer data back from the storage center. He is looking into other options.

Action Items
- **New Action Items**

    July meeting is canceled   Next meeting August 8th

- **Old Action Items**

    Student Software Pricing

Megan inquired about how does a college sign up for the student software which the pricing change was discussed at an earlier meeting. Following the meeting I contacted Gary Casson to follow up with Megan.

   Hailstorm Software

Matt Williams would like to have a college test the Hailstorm software in a pilot program. This software is used to test for vulnerabilities that may provide hackers access to the system.

   Google App

Jon Adams mentioned that the Google Docs app is available only to students primarily in CECH since it is heavily used in the schools. The version used by CECH is limited in features. Google App is not supported by UCIT. One of the committee members mentioned that one of the functions within the Google app is Google Sharing. This handy feature is not the same as Box as Google Sharing is much easier for multiple people to work together and share a document than with the Box product.

   Box Drive

Don mentioned that Box has a new feature called Box Drive that was released on June 14th where a user can store data from a research project, for example. It appears as a disk drive on your computer.

Apple Technology Update Seminar

Bruce mentioned that he is arranging a session for Apple Computer to come to UC and provide an update on the Apple technology. He is looking at July 19 for a 4 hour program. Please let him know if you are interested so he can reserve an appropriate size room.

Adjourn

The meeting was adjourned at 10:53am

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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, Bruce Burton, Bill Frigge, Dom Ferreri, Mel Sweet, Harry LeMaster, Jon Adams, Kent Norton, Vernon Jackson, Paul Foster, Michael Tadele, Greg Crase, Chris Diersing, Lisa Yates (for Bierson Kaya), Brian Verkamp,