

IT Managers

Meeting Summary

January 10, 2016

9:30 AM - 11:00 AM

University Hall, Room 450

Welcome and Meeting Objectives – Dom

Review and approve the summary of 12-13-16 meeting – Dom

The December's meeting summary was approved.

New Business

Electronic Information Technology Project – Linda Sabatelli, Andrea Rahtz, Chris Edwards & Jon Adams

Naming Opportunity – Andrea Rahtz

In order to create awareness of the project and to give it a means of identification, a naming contest has been created to give the Electronic Information Technology (EIT) project a title that may be more representative of its purpose.

For more information about the project and the contest please check the EIT Accessibility Program public website homepage:

<http://www.uc.edu/ucit/community/accessibility.html>

EIT Program Overview – Linda Sabatelli

Linda opened her presentation by using the Move Over America program as an example how the EIT program will need to become a part of university life. At first the changes will need to be implemented then, they will become the normal operating procedure.

Awareness & Training

Educational programs will be provided through Blackboard to explain the program and how it affects the university through websites, video captioning, and other forms of technology. These will be short program approximately 20 minutes in length. The formal introduction of the courses will occur in March.

eLearning

IT Managers Committee

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The individuals involved with instructional design along with faculty will need to understand the EIT requirements and how it affects course materials. For example, videos will need captioning added. There are knowledge base articles being developed to assist with the training. Also, Lynda.com will have some videos on developing accessible technology.

Purchasing

Starting with major purchases that require an RFP, the acquisition process will require the initiation of a request from the software vendor for a VPAT (Voluntary Program Assessment Template) form to be completed. In addition the vendor will be asked to provide access for a university representative to verify and validate the vendor's claims for meeting some or all of the accessibility requirements. As the software is validated a catalog of software in use at UC with VPATs and validation will be maintained. This repository can then be used for documentation for external reporting purposes.

Websites and Quality Assurance

Web sites will need to conform to the new guidelines. As a start the AEM project provides the resource to develop and incorporate the accessibility requirements into the current web pages. The current webpages are being reviewed to determine which ones need to be addressed and which ones are already in compliance. Web authors will require training to understand the new guidelines and how to incorporate them into their designs.

One resource available to understand the accessibility issues and to offer recommendations on how to incorporate them into web page creation is Deque University. The Deque WorldSpace Comply is a method of providing a review of a web site and identify areas where the pages are lacking in accessibility. Currently, there is an in-house team that, on a monthly basis, scans the web pages to monitor the transformation of our web content to make it accessible. Web authors have been enrolled in Deque University. This will permit the authors to perform scans of their software. The Deque analysis provides a report on the strength of the website and areas for improvement. Currently, our license permits a maximum of 50 concurrent users to use the Deque software.

The initial start of the review of the websites will begin this Friday January 13th. It is estimated that a complete review and evaluation will take 4 weeks. Priority will be given to the high visibility student facing pages.

Linda's presentation and more information can be found at the project website

https://share.uc.edu/uc/ucit/PMO/Projects/Acc/Shared%20Documents/Program%20Documents/Presentations/IT_Managers_Meeting_01_10_17.pptx?Web=1

Once again here's the program link that Andrea referenced:

<http://www.uc.edu/ucit/accessibility.html>

eLearning Update – Chris

Chris mentioned that Dr. Jon Landis from Apple will be the January 25th Canopy Speaker series presenter. A flier was sent to the IT Managers listserv with the details.

At the March 22nd Canopy Speaker event the winner of the Naming contest for the EIT program will be announced,

On February 9th, the anticipated patch to Blackboard will be activated. The system will be down for a period of time approximately 3 hours to implement.

Adobe Experience Manager update – Jon Adams

The Adobe Experience Manager (AEM) upgrade is officially complete. One of the lessons learned was that the methods used for communication were confusing and some were overlapping. A better process is now in place to disseminate messages and insure continuity of the message. The software is stable and working. The benefit of migrating to AEM is that it moves the university toward using a single content management system and it provides a single governance system for web development. Third, the AEM product provides the tools to meet the accessibility requirements.

Currently we are not making use of the entire feature list within the product, Training needs to be developed to educate developers on the features and how to get the most from this software. Since the university has licensed the full product it needs to be used. A request is being forwarded to Jeremy Hill to have him come to a future IT Managers meeting to give a presentation and discuss training on the software. It was also mentioned that the EIT program would provide funding for training. A question was asked whether there were any reported browser issues with AEM. None have been reported. It does appear to take longer to run for publishing pages, and it has not been determined if this is related to the particular browser used.

This led to a request to have/update a list of major systems at UC and which browsers are recommended to use with those systems.

ITSM Implementation – Erma Fritsche

This presentation will be postponed to the February meeting.

What Have You Heard?

Contracts –

- Brian would like an update on the Dell contract.
- The Microsoft contract for Office 365 limits providing updates to the software for certain groups. In the past the software was available for “home use”. It is now

more restrictive. There is an issue over working from home and having a copy of the software on the home computer.

- Is there an alternative to AppleCare software? Jon is going to investigate.

A request was made for an update on the IT Governance Bylaws and process. This discussion rolled into the next one regarding InfoSEC and is the IT Managers Committee in the review process for policy changes/updates? The IT Council will reflect the changes and updates to the IT Managers for comment. Both Brian and Dom serve on the IT Council Committee and can check for items that should receive IT Managers attention.

The meeting was adjourned at 11:08am.

Attendees: Birsen Kaya, Andrew Becker, Don Hodges, Clarence Brown, John Kreimer, John Lawson, Dale Hofstetter, Don Rainwater, Yu-Chin Fu, Jamie Byrne, Tom Cruse, Erma Fritsche, Brian Verkamp, Nathaniel O'Der, Megan Pfaltzgraff, Matt Williams, Katrina Biscay, Eric Tribbe, Bill Frigge, Chris Edwards, Dom Ferreri, Mel Sweet