



## IT Managers

# Meeting Summary

September 13, 2016

9:30 AM - 11:00 AM

University Hall, Room 450

**Welcome and Meeting Objectives** – Dom & Brian

**Review and approve minutes of 08-09-16 meeting** – Dom & Brian

The August meeting summary was approved. There was a question regarding the progress on the network upgrade. Diana provided a brief summary below.

## New Business

### eClassroom Committee Report – Diana Noelke

Diana said the committee spent 2 years developing this report which contains an inventory of centrally scheduled classrooms and their current equipment configurations along with the age of the equipment and a replacement cost to bring them up to current standards.

The goal was to recommend what would be required to upgrade the technology to current standards and then create a replacement policy to keep them in a relatively current mode moving forward. Their charge was not to seek funding solutions to pay for the equipment recommendations. The report does not include college-controlled classrooms or teaching labs; however, the recommendations/standards could be applied to those rooms as well.

The report will be vetted through the IT Governance process and will be presented to the IT Council for approval. Assuming the recommendations are approved a schedule would be developed for acquiring the equipment and replacing the technology in the rooms. The report was approved by the IT Managers. Based upon a comment at the meeting, provided below is a link to the Electronic Classroom Support Services list of centrally scheduled classrooms.

[\[Link to Electronic Classroom Support Services classroom inventory site.\]](#)

## Network Upgrade

Following her presentation Diana gave the committee a brief update on the network upgrade project. All major nodes have been upgraded. They are working on making the 60 West Charlton node a second point of entry for the Internet. This would provide some redundancy should something happen to the HPB connection. The second point of entry may not be as robust as the primary one, but would handle most of the communication traffic. By November this project should be completed.

## IT Managers Committee

### Committee Co-Chair

**Dominic Ferreri**

Asst. Vice President,  
Client Services

[ferrerd@ucmail.uc.edu](mailto: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](mailto:brian.verkamp@uc.edu)

(513) 556-2264

OARNet has begun to implement a process to separate social media from the non-social media use of the Internet. The social media may be routed to a slower medium. As a result of this separation the cost of the connection for UC has decreased.

## **IT Service Management – Erma Fritsche Team Dynamix**

Erma mentioned that currently UCIT uses both BMC Footprints and Team Dynamix, which have service management modules. The plan is to consolidate to one product. Since Team Dynamix has both a Project Management system and service management module and the Footprints software we currently use is dated, the plan is to migrate to Team Dynamix. This will be a yearlong process and will require the support of the entire group. There will be no increase in cost to units who may want to use Team Dynamix. Currently, there are 4 units using Footprints which would need to change to TD.

Team Dynamix is used by the Project Management Office, UCIT Research and Development (Chris Collins), and for faculty course evaluations (Brenda Frankenhoff). Other units have expressed interest in using the TD ticketing system.

Erma's team has been creating the service management logic chart based upon service level agreements and current service processes. A question was asked whether other products were explored. She answered that a market scan was initiated and information collected regarding other comparable products and Team Dynamix compared very favorably. The fact that TD's market is almost exclusively higher education and are headquartered in Columbus give them an advantage.

A question was raised whether the IT Managers could test drive TD. The link to the Team Dynamix Sandbox is provided below.

. <https://uc.teamdynamix.com/sandbox/>

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

- Information Security & Compliance -- Bo No report
- Research & Development – Annette Marksberry No report
- eLearning – Chris Edwards No report
  
- **Core Services & Shared Infrastructure – Diana**

An issue currently under investigation is what are the core services provided by UCIT? One of the topics is voice services. There is a committee looking at the future of voice communication and how it will be handled, since the current telephone system is nearing end of life. Steve Young (UC Clermont) is chairing this committee.

### **What One Thing....? Erma**

Erma provided a summary of the previous meeting's efforts to determine what is of concern by the IT Managers. She identified four items for discussion and using the spreadsheet outlined those four topics. The four main areas are:

- Support/Tools
- Catalog
- Infrastructure
- Printing

The plan is to use the IT Managers meetings to discuss those topics and provide some form of resolution or strategy. Under these categories she mentioned

Identity Management  
 Get IT  
 Client Portal IT@UC  
 Upgrade all ports to 1 Gig.

These topics will be discussed over the next year.

## Updates

### Managed Printing – Don Rainwater

Don reported that it is difficult to off-load the management of the printing. They are continuing with the WEPA pilot project; however, it is being delayed until January. Campus Printing Services is planning to be the manager for the print management service. Most vendors want to limit the use of the printers as well as the quantity of machines. This caused concern for the need to locate printers in most computer labs and to have back-ups nearby when the printer in the lab is down. Don would like to receive reports from the colleges on print volumes in order to provide the vendors a more realistic estimate of the printer usage.

### What Have You Heard?

- 3-D Modeling using AutoDesk – can we acquire the software for more users across the university?
- There are some software products due for renewal which may benefit from economies of scale to form a bulk purchase by the university. Don is willing to research this option if there is enough interest.
- Google Apps – CECH uses this product as a substitute for a Learning Management System (LMS) since many grade and high schools are using it. Since it is much cheaper and widely used they are training the teacher/students on its use. There is an interest in the product from CCM and A & S as well.
- UniverSIS and data warehouse – Both systems are located on the mainframe and will cease to exist in their present state come July 1<sup>st</sup> when the mainframe plug is pulled. There is a project to place the UniverSIS data on a server and have a limited number of screens developed to view the data. At this time update access to the UniverSIS data is limited to a select few in the Registrar's, Bursar's, and Financial Aid's offices. View access is still available.

The warehouse data is still available to access. BI Query as well SAS can be used to manipulate the data. However Bi Query will not be available after the end of the year. The warehouse data has been migrated to CaRT, (Catalyst Reporting Tool). However, the financial aid data has not been transferred. At this time there are concerns that the CaRT tables do not contain all of the warehouse information. The archiving of the warehouse data has been included in the archiving project.

- Academic Planning Software – Path to degree completion

It was noted that Arizona State University has a software product which tracks the student's progress and uses it to determine the number of courses to offer each semester, so that students have an opportunity to complete their coursework (and degree) as quickly as possible. UC does not have anything similar. It was also pointed out that ASU is expanding and has become a competitor to UC and other institutions despite their distance from our institution...

- Can't download MAC OS X – The ability to download the current operating system for Apple computers is hampered by the various subnets across the network. To handle this issue one person installs MAC mini's in the labs.
- John Hopkins from the Law School indicated that he was retiring and this would be his last meeting that he will be attending.

### **Action Items**

- **New Action Items**
- **Old Action Items**

### **Adjourn**

The meeting was adjourned at 11:03 am