



## IT Managers

# Meeting Summary

August 9, 2016

9:30 AM - 11:00 AM

University Hall, Room 450

### [IT Managers Committee Members](#)

**Welcome and Meeting Objectives** – Dom (Brian on vacation)

**Review and approve minutes of prior meetings** – Dom

Meeting summaries for the June 14 meeting along with those from the July 12<sup>th</sup> meeting were approved.

### **New Business**

#### **Introduction of the Project Management Office – Jamie Byrne**

Jamie gave a brief overview of the Project Management Office and then her team described some of the high profile projects they are working on.

Jamie Byrne

#### Learning Management System (LMS) Taskforce

The LMS is running a market scan of the software available. They issued an RFP and will host a scripted demonstration on campus for the community to view the products available under consideration. The plan is to pilot the LMS in Spring 2017 with a decision on the preferred LMS next year. Full implementation may be 2 years away.

#### SLATE (replacement for Radius)

The replacement product for the pre-college student information system, has been implemented at UC Blue Ash and UC Clermont. The integration with Catalyst will be completed in November for students enrolling for fall 2017.

#### Faculty Credentialing

A 3<sup>rd</sup> party vendor is handling transcript verification. The faculty will enter their education history into the system (On-Base) and the system will contact the various institutions to verify the education record. The UC FLEX system will become the system of record for the education verification.

## IT Managers Committee

### Committee Co-Chair

**Dominic Ferreri**

Asst. Vice President,  
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### Committee Co-Chair

**Brian Verkamp**

Asst. Dean, College of  
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Justice, and Human  
Services

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Linda Sabatelli

#### Accessibility Projects

Linda is the newest member of the PMO and she is the senior Project Manager assigned to the Accessibility Project. (EIT). There are 7 distinct programs

- Implement Adobe Experience Manager (EM replaces CQ)
- Create templates and migrate to use of templates that meet accessibility standards
- Conduct website audit and create a remediation plan
- Implement Captioning software and standards
- Vendors – ensure new contracts require accessibility standards are met and audit existing applications
- Awareness and Training campaign for campus community
- Communication across campus

This is a multi-phase multi-year project. Additional projects will be kicked off as the first phase of projects are completed.

Jane Haneify

#### Network Upgrade

There are two additional upgrades planned for August 11<sup>th</sup> and 12<sup>th</sup>. They have been listed on the UCIT web pages. She plans to hold a retrospective review of the process following the final upgrade. Megan inquired about switches scheduled for upgrade and Jane would follow-up with Bruce Burton.

#### Turning Point Software (clickers in the classroom)

The system is a cloud based operation in which the student will need a license. It is a one year license which may be obtained with the clicker at the bookstore. Older clickers or a cell phone may be used. A committee is being formed to perform a market scan and develop some standards for use of clickers.

Tom Cruse

#### UniverSIS Data Archiving Project

With the Implementation of Catalyst this project is to remove the former student information system data from the mainframe and install it on a server. The elimination of update access to the UniverSIS system will occur in the fall keeping view access open. The intent is to have the data migrated to the server and a series of screens developed view access of the data. Limited access will be provided to a small group of staff in the offices of the Registrar, Bursar, and Financial Aid during the transition. The mainframe computer is scheduled to be de-commissioned in June 2017.

Terry Kunky

#### Travel and Expense System

This system will replace the current manual process for requesting travel authorization and reporting of both travel and P-card expenses. The intent is to use a software product called Concur and the expertise of Huron Consulting to assist with the implementation. It will be a paperless system and the expenses are digitally recorded in UC Flex. Travel can be booked and managed electronically, and

Duty of Care capabilities can be provided. The system will take advantage of travel discounts and technology such as uploading photo receipts. The plan is to pilot the system in late February for a 45-day period with a full roll-out in March, 2017.

#### **IT Service Management update – Erma Fritsche**

- Submission Portal  
Log-in data and contact information are now being captured.
- Helping Hands  
This will be the third season for the Helping Hands at the service desk. Volunteers are being encouraged to assist over the next 3 weeks.
- Service Catalog v.1.0 is being developed

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

- Information Security & Compliance -- Bo (on vacation) Nelson
  - IT Policies are working through governance
  - Unions and representation going through approval for managing changes
  - Acceptable use policy – addendum for social media tools
  - Megan – Info security policy and framework – how are information security policies developed and gain approval; they do not come to IT Managers Committee for vetting, input, recommendations, and endorsement... Nelson, these policies specifically are tied to the Student Code of Conduct which is why they are going through the full integrated decision making process
  - Stalking, cyber stalking, and digital social harassment are very real issues needing Board of Trustees action
- Research & Development – Jane Combs
  - Last time reporting as Annette Marksbury & Bret Harnett will be co-chairing R & D Committee
  - Membership cycles for all governance committees is ramping up, let Jane C. know of interest for R&D Council
  - Ohio Super Computer (OSC)- demos coming to HSL and Langsam with an introduction to accessing High Performance Computing included. Contact Tom Beck if you are interested in joining a user's group.
  - NSF grant underway for assistance in access to High Performance Computing (HPC) at Universities – we are the only Research 1 institution without a local HPC cluster on site – August 23<sup>rd</sup> submission deadline
  - 5 proposals are to be funded through the UC Science Net for additional 100 GB connections
  - Cyber Engineer position open with 10 candidate interviews starting soon; UC Science Net – not just for science, for all researchers
  - Group for commercialization and coordinating maker spaces on campus is being formed. The group will catalogue what space is available as well as will join the national consortium for maker spaces. Developed a proposal to use 9,000 sq. ft. of space in the old Sears Building for the next maker space initiative. Also including student enthusiasts who are interested in making things and will be part of this project
  - Smart Campus/Smart Cities with City of Cincinnati – seeking funding for initiative similar to OSU who was awarded \$130,000. Working to submit proposal for UC/city – 1<sup>st</sup> step is to define a SMART campus
  - One of our unique settings for UC is our stadium is open all the time – Athletics meeting with Cincinnati Bell and Aruba for Nippert coverage. This initiative would include Campus Services, Parking, Libraries and Athletics.

- eLearning – Chris Edwards
  - Summer semester grades are due on Wednesday, 8/10
  - [LMS taskforce Link](#)
  - [Upgrades to Blackboard are scheduled](#)
  - eLearning & Client Services working together with Bb student support services. They plan to add capacity to service desk activities for initial diagnosis and 1<sup>st</sup> call resolution where possible.
    - 2 queues – students & faculty
    - Faculty will get white glove treatment
    - September 9, 2016 is the road trip to Bb Student Services for a preview
    - Bb & Catalyst integrations for courses – working with exceptions such as producing a course roster with photos. Currently, most all of the others have been resolved at this time
    - Guest account is now working
    - Realtime integration with Catalyst is not yet online – daily updates at 8 am until real time is available; increase to 3 times daily for start of Fall 2016
    - Meta courses issues are resolved within a few hours turn around
    - UniverSIS updates in Catalyst are being terminated soon
  - Standardized e-textbook solution for campus – evaluation complete
    - Confusion over platform selection – VitalSource
    - Follet also selected VitalSource; however, they have rebranded it as Brightway so there are two. VitalSource will persist if we should move away from Follet
    - VitalSource will be another tool for enhanced learning for faculty – training begins today through fall semester. (Faculty can add notes, highlights, etc. to textbook.)
    - Athletics is a big contender with iPad
    - Provost Office initiative for textbook affordability
- Jamie Byrn -- Write access to UniverSIS will be removed – end of August [**Now September 6<sup>th</sup>**]
  - Clarence asked about transcript requesting – still in testing and will communicate when available and August 31<sup>st</sup> is when skipjack goes away so this must be online by then.
  - **Update: Skipjack will continue to be available through September. There has been a work-a-round developed to print transcripts through Catalyst. It is not the final solution but will work until the production process is through testing.]**
- Core Services & Shared Infrastructure – Dom

### What One Thing....? Erma and Dom

An exercise in planning

Major categories of that “one thing”.

- Support/Tools
- Service Catalog
- Printing
- Infrastructure: servers & network

Next month a closer look at what is being planned, implemented, under consideration to address the specific list under each category

### What have you heard?

Nelson

- Breakthru’s in cloud services through Microsoft & others – price points; Ohio Cloud is in the conversation
- Kas Ki asked about other Ohio Universities using cloud services – Case Western in the lead in Ohio followed by Bowling Green

Megan – Box and DLP and restricted data; what is the date for the restricted data folder to be added to accounts – (no restricted data folder in her box account)? What email went out? When is this to happen? Knowledge Base articles need to be developed on this topic. Note: restricted data folders have been appearing in user’s Box accounts during the month of July.

John Lawson – Pharmacy

- Security cameras – He has installed 42 cameras/dvr’s which are connected to Public Safety. The cost was under \$20 K to install and connect. He used Executive Security, who was able to incorporate existing analog camera’s into the network. They are a local company.
- Need to develop some standards for security surveillance systems.
- Diana Breuggerman is the contact for additional camera installations.

Yu Chin

- Web cam for classroom security (is this a privacy issue?) IP cameras need to be configured in cooperation with the NOC

### **Action Items**

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

**Adjourn: 11:05 am**

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- Brief overview of some of the high profile projects
- Introduction of newest PMO member - Linda Sabatelli

### **IT Service Management update – Erma Fritsche**

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

- Information Security & Compliance -- Bo
- Research & Development – Jane Combs
- eLearning – Chris Edwards
- Core Services & Shared Infrastructure – Dom

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

An exercise in planning

### **Action Items**

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**Adjourn**

**Adjourn: 11:14am**

