

## Core Services & Shared Infrastructure MEETING Minutes

September 14, 2017

10:00-11:30AM

University Hall, Room 430a

### [Current Membership Roster](#)

**Present:** Ken Hirsh, Gary Grafe, Jesse Fatherree, Don Rainwater, Dom Ferreri, Tony Iacobelli, Eric Anderson, Anton Harfmann

**Apologies:** Bruce Burton, Katrina Biscay, Mel Sweet, Kerry Overstake

### [Review and approve Meeting Minutes \(attached\)](#)

- Tony moved to approve the previous meeting minutes, Don seconded the motion. The minutes were approved unanimously with no changes.
- **New Membership Discussion**
  - Ken will contact Faculty Senate
  - Jane will reach out to the new Grad Student Body President, ArunKumar Muthusamy, about appointing grad students to each topical committee
- [Review Committee Charge](#)
  - Is there still a UC2019 plan? Revise the line about the 2019 Strategic Plan
  - **Bruce and Ken will incorporate Core Services definitions into the updated charter and present it to the committee next month and then for approval to IT Council.**
- **Technical Advisory Group (draft [charter](#))**
  - Note the change in the charter to include academic mission as a suggestion from IT Council
  - Motion is to approve the charter as amended; motion passed unanimously
  - Suggested member representation for the first iteration of the Technical Advisory Group from the following units:
    - Network Operation Center
    - Office of Information Security

## Core Services & Shared Infrastructure Committee

**Committee Co-chair  
Bruce Burton**

Interim Asst. Vice President  
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Services  
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**Committee Co-chair  
Ken Hirsh**

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The Core Services and Shared Infrastructure Committee will review and make recommendations on how the university should implement strategy, policies, processes, security, and services for shared IT infrastructure. The Committee will be led and facilitated by co-coordinators as detailed in the IT Governance guidelines. It will also have the responsibility to review and make recommendations concerning infrastructure and software for administrative information systems used by or proposed for the university.

- Business Core Systems (Ryan Fields?)
  - Office of Provost
  - Gary Grafe will chair subcommittee
- Bruce and Ken will contact department heads to nominate members from the departments listed above
- **Wepa Printing System Update (Don Rainwater)**
  - Have 39 stations installed around campus; number of printers doubled in Langsam Library from original specs
  - Some concerns from students regarding free prints but less as they become more familiar with the improved Wepa features.
  - 210,000 prints since start of semester with less concentration of printing in Langsam
  - Still working on improving signage and communicating procedures to students
  - 11x17 prints will be available in the future – DAAP needs them sooner rather than later. Will consider having a printer capable of printing those size prints in DAAP facilitates but the printer will be available to all students
- **Data Center Shutdown Update (Don Rainwater)**
  - A heating coil in the data center overheated and caused smoke, which caused the Halon release and power outage. Services were fully restored within 10 hours.
  - Halon has been recharged
  - There is a manual switch to stop the Halon discharge but it must be activated within 30 seconds of the detection of smoke
  - There will be a test of SOCC Identity Management system on Friday morning (9/15) as part of overall plan to help improve recovery time in future
  - Identity Management system failure prevented access to many services not impacted by the shutdown
  - No notice went out that the data center was down until it was back up
  - Need major improvements in notification and messaging when systems are down
  - Many notes were taken during the August 21 shutdown and will be used to develop better processes
  - Doesn't help to have services at SOCC if UC network is down. The network is a dependency and risk.
  - This committee should focus more on core systems, e.g. business continuity plans, core systems checklists, responsible persons for core systems, etc.
  - There is a group being led by Dan Kuhlmann to review business continuity plans; plans need to be reviewed at least quarterly
- **Portal Project Update (Jesse Fatherree)**
  - Received a demo from Modo, but it was lacking the number one feature we want – ZERO user customizable
  - Templates were neat but would require customization on our end
  - Reoccurring question of “who is going to be using this?”
  - Do we need a more specific list of requirements, similar to an RFP? Who is our target audience? Need a formal process to determine those things
  - May need an example of the portal to help users visualize their needs and a focus group
  - Jesse will circle back with the original subcommittee to help define list of requirements

- Even if a product is selected for the portal, UC will still need to develop the ability for users to customize it.
- Next steps are to define what services would need to be included on the portal in a proposal document and present it to UCIT-Software Development group (Josette Riep's Team) for development. **Anton will work with Jesse to develop the proposal document.**
- **IT@UC Governance Documentation**
  - The PMO was able to find profile pictures for all committee members and will have them posted before the next meeting. Contact [Chrissy Harris](#) if you want a different picture posted than the one she posts
- **Other Updates**
  - What is the best product to use for surveys? Anton mentioned that DAAP's contract with Survey Monkey is getting ready to expire. Should they renew it?
  - Continuing discussions for October monthly meeting
    - Survey monkey vs. Qualtrics
    - How to distribute and communicate enterprise supported items
      - WebEx vs Zoom
- **Adjourn**
  - Committee adjourned at 11:35 AM.

### [Core Services and Shared Infrastructure Shared Box Folders](#)