Core Services & Shared Infrastructure
Meeting Minutes

Date: January 11, 2018
Time: 10:00-11:30AM
Location: University Hall, Room 430a

Current Membership Roster

Present: Tony Iacobelli, Ken Hirsh, Anton Harfmann, Kerry Overstake, Katrina Biscay, Mel Sweet, Dom Ferreri, Bruce Burton, Gary Grafe, Jesse Fatherree

Apologies: Eric Anderson

1. Review and approve previous monthly meeting minutes (attached)
   a. Anton Harfmann moved to approve the minutes. Tony Iacobelli seconded the motion. The minutes were unanimously approved.

2. Update on Collaboration Tools Strategy (Bruce Burton & Dom Ferreri)
   a. Focus groups will be scheduled for February. Brian Verkamp’s staff is assisting with scheduling.

3. Portal Project One-Pager (attached – Jesse Fatherree)
   a. There was discussion about who will sponsor this project. Anton Harfmann suggested sponsorship from the Office of the President or joint sponsorship between Bob Ambach and Kristi Nelson. Bruce Burton mentioned the Office of the President is proposing a campus-wide intranet, which would tie in with this project.
   b. Anton moved to ask Nelson to discuss the intranet/portal project with the President and include Jesse’s summary. Gary Grafe seconded the motion.
The motion was unanimously approved. Ken and Jesse will contact Nelson.

4. **Enterprise-wide Survey Took Task Force Update (Anton Harfmann)**
   a. The goal of this task force was to determine if there was need for a campus-wide survey tool, to determine dollar amounts currently spent on various tools, and to recommend the best product available.
   b. Qualtrics will meet the needs of the university since it is already embedded in academics. Purchasing an enterprise-wide license will require UC to go out for a bid. Anton will discuss this with Tom Guerin, Purchasing.
   c. If UC purchases UC intranet product (Agenda item #3), it may have a portal product included but may be able to be integrated with Qualtrics or another product.
   d. Anton Harfmann moved to take this issue to IT Council. Ken Hirsh seconded the motion. The motion was approved unanimously. Jane Haniefy will add this to the IT Council agenda.

5. **Technical Advisory Group Update (Gary Grafe)**
   a. The task force has not met recently, but will be meeting soon because Follett contacted Gary again about obtaining UC data.
   b. The Technical Advisory Group will meet in the next month to discuss this and to discuss Blackboard Analytics. They will decide how to limit access and how to create views that look like tables to limit the data as well.

6. **IT Foundational Infrastructure Capital Funding (Bruce Burton)**
   a. The network hardware has been purchased, received, and is being configured. The first building upgraded will kick-off in February at HPB/Kowaleski, then the CCM node will be next.
   b. Official announcements will start in late January. The schedule and notices will be sent out three weeks in advance of the upgrade to specific locations to inform building managers and faculty of the upgrades. Upgrades will start at 4AM and finish by 8AM to minimize impact to classes and business.
   c. Bruce Burton will be meeting with the IT Managers and Deans, if they want to attend. He will also continuing giving updates to all the IT@UC Governance committees.

7. **Catalyst Issues (Ken Hirsh)**
   a. Ken Hirsh sent a follow up email to Gary Grafe and Caroline Miller concerning the issues Anton expressed. Gary and Caroline met to discuss them. Gary recommends contacting Doug Burgess, the Registrar, who is the business owner of Catalyst. Faculty can also use Catalysttraining@uc.edu for how to use Catalyst. Cecily Goode is in charge of the development of Catalyst.
   b. The ‘search’ for courses is a specific concern of faculty. When inside Catalyst default term is a problem. The Registrar’s Office has the ability to make these changes. There are other issues.
   c. Dom said to refer users to UCIT Help Portal. This link can also be found on the UC website by clicking on the wrench in the right-hand corner. Cecily Goode reviews the submissions and determines where to route them for resolution.

8. **Other Updates**
a. Data Center Shutdown on December 28th Update
   i. There was a lot of electrical pre-work done prior to the shutdown which help decrease actual work time. Most systems were back online around 5PM. There are a few issues that need to be cleaned up involving the SOCC before future use, but overall the shutdown went smoothly.
   ii. During the shutdown, they discovered that the radiology suite on the E level in the Medical Sciences Building (MSB) runs on the same power as the Data Center, therefore they lost power as well. Don will work with Facilities Management to understand why the power affect the E level and to separate it from the data center or send out communications to inform E level staff of issues.
   iii. Catalyst switched to SOCC on 12/22. It had over 20K unique users use the system at the SOCC. 91k logins during that time. They did see some slowness with DNS servers and active directory when MSB power initially went down. This was a good learning experience to maintain another data center. They worked with network group to resolve the few problems they had. If UC has a declared emergency, Catalyst can be available at the SOCC within an hour.

b. Catalyst has a patch for VMware and waiting for Oracle on microcode chips. Dell released a bios update and MS patched on Tuesday.

c. Trick Bot Virus Update – OIS is running additional scan on Monday but overall McAfee has been very effective. Windows 10 systems are not affected by this virus.

d. Catalyst was exposed to a WebLogic vulnerability primarily on UAT system for bitcoin mining. The patch came out in October for this, but they were waiting to run it in a bundle patch. It has been applied now and they will not wait on bundled patching in the future.

9. Adjournment
   a. Committee adjourned at 11:25 AM.