



IT Managers Committee

Meeting Summary

Date: October 10th, 2017
Time: 9:30AM-11:00AM
Location: University Hall, Room 450

[Current Membership Hyperlink to Box](#)

Review and approve the summary of 09-12-2017 meeting – Don
The September meeting summary was approved.

New Business

Kevin Staton - Director of IT Services – UC Foundation

- Introduced himself to the group.

Gary Casson – Adobe Contract update

- Provided an in-depth update on the current contract with Adobe.
- Signed a 3 year contract at a reasonable price
- There are outstanding questions/issues that need to be resolved.
- Added addendum – CDW will be the reseller
- Students cannot purchase a standard license for personal use
- Purchase of Adobe is still managed through GetIT
- Adobe Professional is \$24/yr
- There are 2 license type options:
 - Per device
 - Per person (named)

Miscellaneous–

- Can Departments get a report from GetIT with a list of software licenses per person since GetIT is tied to your budget string not the person.
- Kubota could deploy all of our software- need to see how much it would cost

IT Managers Committee

Committee Co-Chair

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- Microsoft is going to significantly change the pricing model - categorize employees by use
- Discussed the possibility of performing a Phishing 'test' on users – UC Leadership does not support this
- To report phishing send an email to Alert@uc.edu
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Public Safety – Ed Dadosky

- Rave has been implemented – integrated with Catalyst and UC Directory
- Nixel will be decommissioned on 12/31/17
- Rave phone number used to distribute messages will come from 5 digit code that changes with every message
- The question was asked if the 5 digit code could be hacked and a false message sent out – Ed will look into this.
- Bearcat Guardian App is tied to Rave Alert
- Live Safe is no longer available

R&D Committee – Annette Ready

- Created target survey to be sent to computational research faculty – will distribute via TAG (Technical Advisory Group) which is a subcommittee of R&D

Information Security – Matt Williams

- Currently undergoing an annual review of policies.
- Reviewed policies and pending updates (mostly grammatical and error correction) on the agenda for ITCAC.
- After updates approved by ITCAC will send updated policies to topical committees

eLearning Update

- Examity contract has been signed – price dropped from \$12 to \$11.75
- BlackBoard Upgrade to QZ2017 cumulative update 3 up is scheduled for 12/15 from 7am – 7pm
- May need to move to a version 4 in order to support the replacement of Crocodoc (in-line assignment grading tool) that will be decommissioned by the vendor (Box) in January 2018. At this time Bb has no active release that supports in-line grading
- Final Grades are due at 5pm on 12/13
- On 11/11/17 there will be an outage of Bb to test redundancy at the SOCC. Migrating to newer Bb servers and removing the Oracle rack
- Will pilot ALLY in the Spring at no cost for 20-25 faculty
- Will also use ALLY to audit 5%-10% of the Great Gateway and on-line courses
- Want to also test the process of creating accessible documents via ALLY

Core Services and Infrastructure – Bruce Burton

- On 9/15 tested the migration of Box, Catalyst, UC Flex and Concur to the SOCC
- UC Flex could not authenticate – confirmed issue -SSL VPN updated the autoconfig. Will

retest again on 10/20.

- In prep from Data Center shutdown on 12/28 – cleaned gear and determined that UPS 3 was wired incorrectly.
- Email Chris Keith if you would like to participate in the pilot for the new SSL VPN

Change Management – Erma Fritsche

- Erma reviewed the current statistics from Team Dynamix for the Service Center
- Determined that we need better descriptions and assess risk
- Problem Management – Major Incident- Identify and communicate root cause
- Monthly calls to Service Desk have been reduced by 2,000, KB article hits are increasing
- Discussed the plan to phase out GetIT
 - Multi-phased approach
 - Non-charges items will be moved TeamDynamix

CDW- Brian Verkamp

- Will come on-site and perform a needs assessment at no charge
- Volunteers are needed from areas to attend and provide feedback – approximately a 3 hour commitment
- The volunteers will then form a sub-committee of IT Managers for this initiative

Stolen Equipment – Katrina Biscay

- If the stolen equipment is personal contact Public Safety
- If the stolen equipment is UC property notify Information Security and Public Safety and provide as much information about the property as possible

Action Items

- **New Action Items**
 - Determine if UC Flex is compatible with Adobe 2017 – Erma – Per BCS UC Flex is compatible with Adobe 2017
 - Are there any other enterprise solutions that are dependent upon Adobe? OnBase? SuccessFactors?
 - Get list of services that will be transferred to the SOCC on 12/28
- **Old Action Items**

Adjourned @

Attendees: