IT Managers Committee

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IT Managers
Meeting Summary
August 8, 2017
9:30 AM - 11:00 AM
University Hall, Room 450

Welcome and Meeting Objectives – Dom

Review and approve the summary of 6-13-17 meeting – Dom

The June meeting summary was approved. There was no meeting in July.

New Business

IT@UC Governance Committees: Updates, Strategies
- **Information Security & Compliance** -- No report
- **eLearning** – Paul was not present – No report
- **Research & Development** –Jane Combs
     Jane reported that a new group called the Research Technology Group has been formed to encourage researchers to use the UC Science Net and access to the high speed computing capabilities. The group meets in the Catskeller from 3 -4pm on Thursdays.

- **Core Services & Shared Infrastructure – Diana Noelke**
     Diana reported that there is a new team leadership duo for the IT Core Services governance committee. Bruce Burton and Ken Hirsch will co-chair. Anton Harfmann will continue on the committee as a faculty representative. It was noted that Diana is retiring at the end of August and this will be her last meeting.

IT Service Management – Erma Fritsche

     Erma provided a brief overview on the progress with the new service management system. She mentioned that there were two primary groups that were provided training. The first group consisted of those internal users who used Footprints. This group was trained during the month of June. This permitted the phasing out of Footprints. The second group consisted of the distributed units where various escalation paths were developed. There are a

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few remaining groups to be brought into Team Dynamix, such as Catalyst and HR. Knowing their critical schedules she is working to get them trained and using the system this fall, but it will be after the start of fall semester.

The web portal is being used to submit requests and has been revised with the assistance of the Portal Planning Committee. The current version reflects those changes. In addition one of the features of Team Dynamix is the ability to create personal Executive Dashboards. Users can display critical information on their screens which may be unique to their application. Finally, Erma gave some statistics on the system. Over 14,900 tickets have been submitted through TD and have been processed since June 1st.

At this time Erma invited Kent Norton to talk about how the College of Medicine IT department is using Team Dynamix. Kent mentioned how he uses the dashboard to monitor workloads and he can observe the purchase of equipment through deployment using this system. One of the features he finds useful is that the system creates a sense of ownership to track the tickets and who has touched it through to resolution. It can also document when the ticket requires others external to COM IT to complete their part of the assignment.

Erma alerted the group that a new version of the software is being introduced in late October. UC will have an opportunity to preview the software in September. This version will include some security upgrades. She also mentioned that the Help Desk has its own version of Helping Hands and seeks volunteers to work at the service desk during the week leading up to and through the start of school, August 21st through September 2nd. If you have an interest in working the Help Desk contact Erma for training.

Desktop Standards Committee Report - Eric Tribbe

Eric reported that Dell will be making some changes to its standard set of equipment offerings for UC. They are also working with Purchasing to streamline the order taking process. They have added a tracking process so that one can track the order through the process. Eric would prefer that you use the Premier website rather than paper orders. This is the final year of the current contract. Eric offered to make a presentation at the September meeting and would include a representative from Dell.

Kent mentioned that Apple is not included in the current contract. There are many who do not like Dell equipment and no alternatives are being offered. Eric reported that there is an exception process and form that needs to be completed in order to purchase something that is not on the Dell contract. It was noted that researchers order their own equipment and do not use the Dell contract, but order with a P-card. Eric said that these purchases will be caught by Purchasing in reviewing the monthly P-card statements.

Similarly people with large orders who use a purchase order and then order from the web are not using the Dell portal. These orders also will be caught by Purchasing. Nelson commented that he will be using this next year to re-think the Dell contract. An RFP will be issued for the next fiscal year.

Dom mentioned that he wants to hold a collaboration workshop, identifying those collaboration tools that we can use along with others that the university might want to acquire. Jon Adams chipped in to support this idea only to have the workshop run by UCIT people and thus avoid having sales reps at the event.

What One Thing – Erma

Erma reviewed last year's items that were major topics for the committee to work on and gave a progress report. She is requesting that the group provide topics for this year. A suggestion was made to include identity management as a topic for next year. Bo and Nelson said it was a major issue for the university and is part of the risk management program approved by the Board of Trustees. A group has been formed and they are developing the requirements and roadmap.

Another topic that will be addressed over the next year is the GetIT request system. It will be integrated with the Team Dynamix system and will include some new features. Megan suggested that a product catalog be published that would list all of the rates for UCIT services.

What Have You Heard?

Diana mentioned that Verizon will be installing some DAS units in 5 buildings on east campus to increase coverage in areas that receive poor service. AT & T will be installing a public cell pole also to increase coverage of the campus.

Tivoli file storage is going away. Research data storage and file sharing is needed at the institution. Perhaps this topic could be a future discussion item for the IT Managers.

Updates from Don Rainwater

BOX

Box will be changing its user interface on August 14th. There are now over 13,000 users of Box. An account can have multiple owners and affiliates can have a Box account.

Student Printing Replacement proposal

Don reported that there will be 36 stations for the Wepa printers. The contract allows for growth and UC Blue Ash and UC Clermont can be added. When asked what is included he replied that Wepa provides the supplies and there are UCIT and department employees providing the support to load paper and toner in the printers. Wepa can troubleshoot remotely. Emily Baute is working on producing some KB articles on the printers. Presentations about Wepa were administerd at New Student Orientation, and there will also be instructions for students with a map of the locations. Free prints will be terminated by the program. Some colleges are providing a subsidy to counter the loss of the free printing. A nice item is that one can send a print to the Wepa system using a mobile phone, USB drive, Google drive, and other sources and retrieve the print from any Wepa printer location on campus. The information on the printing service will be included with the rest of the back to school messages. Wepa is also preparing to respond to our data security rider. Printing is done at the printer with the person present. Data is not kept on the printer after printing. Currently, Wepa only accepts the Bearcat card for payment. They are working on accepting other forms of credit cards.

Archival storage

UCIT is looking into archival storage services, such as Amazon, Azure and others. One company Escalon, offers storage at 1.5 cents per gigabyte. Don is looking into other options.

Outlook 2010 is being phased out. On October 2nd it will no longer be in use at UC. There is a proposal for Office 365 to be made available to faculty and students.

Action Items
- **New Action Items**

- **Old Action Items**

Adjourn

The meeting was adjourned at 11:16am

Attendees: Andrew Becker, Don Hodges, Clarence Brown, John Kreimer, John Lawson, Don Rainwater, Tom Cruse, Erma Fritsche, Nathaniel O'Der, Megan Pfaltzgraff, Matt Williams, Eric Tribbe, Bruce Burton, Bill Frigge, Dom Ferreri, Dale Hofstetter, Harry LeMaster, Jon Adams, Kent Norton, Vernon Jackson, Katrina Biscay, Michael Tadele, Greg Crase, Yu Chin Fu, Bierson Kaya, Chrissy Harris, Jamie Byrne , Jason Gerst, Diana Noelke, Nelson Vincent