

IT Managers

Meeting Summary

February 14, 2016

9:30 AM - 11:00 AM

University Hall, Room 450

Welcome and Meeting Objectives – Dom

Review and approve the summary of 1-10-17 meeting – Dom

The January meeting summary was approved with the addition of three action items:

- What are the functions and features of Adobe Experience Manager?
- AEM training plan for Web authors
- List of software and recommended browsers

In addition there was continued discussion of the Dell Hardware contract at the February meeting that was initiated by Brian Verkamp in January.

New Business

ITSM Implementation – Erma Fritsche and Dom Ferreri

Erma gave a presentation on the IT Service Management project that was given earlier at the Fusion Conference. She started with the question “Why concentrate on Service Management?” It is a part of an institution’s continuous improvement process.

From data analysis of incident report statistics, the current state of the process was analyzed. Gaps were identified and the top 3 were found to be:

- What are the services we deliver?
- Who owns the service?
- What tool sets are used to provide the service?

Through the use of surveys, focus groups, and benchmarking with other institutions, such as Purdue, OSU, Yale and others her group could determine what improvements were needed. One conclusion was that students wanted self-service. For example, the password reset knowledge base article was widely accepted and reduced calls to the service desk.

The goal is to build bridges among the colleges and departments and UCIT. In doing this we will be transformed from a fragmented system to a distributed network.

The next step was to engage the leadership. This was done through an all-day workshop called Grab-a-Pizza and other presentations. A framework was developed for the process and the concept of a hybrid service desk was considered for UC. Colleges and departments were asked to participate in a workshop to develop a list of services. From this a process and flow was constructed which developed into service definitions and service level agreements.

In the analysis the toolset options were examined. It was determined that the Footprints product in use at UCIT was several versions out of date and the university already purchased Team Dynamix which has the same or more features. It was felt that migrating to the Team Dynamix product was more economical and would provide a better solution.

A question was asked regarding how other institutions are handling service management. Erma replied that Miami University is approximately 1 ½ to 2 years ahead of UC, but are hampered in that they developed their system with a rigid central focus and that has led them to realize that some of the work has to be redesigned to incorporate other units. We learned from Purdue that students learn best when students are talking to fellow students. Purdue has set up student help desks manned by student workers. Yale University realized that they did not handle incidents well and are seeking assistance from other institutions who have established a good model for incident management.

Erma stated that the Incident Management module was being developed with the goal of having it in test mode by May/June and in use by July for the Fall Semester.

*****Link to presentation

Update on IT Governance By-Laws – Dom Ferreri

Dom mentioned that the bylaws are moving through the approval process and the comments received were being considered. A link to the bylaws including the comments and changes will be provided to the IT Managers. The goal is to have the bylaws approved by the end of February. A question was asked about tracking of the comments. Were there any comments not included in the changes? Is there any feedback on the requested changes as to why they were or were not accepted? There seems to be a weakness in the process to track an individual's comments and to provide:

1. An acknowledgement of receipt of the comment(s).
2. Action taken on the comments
3. Response to the requestor as to the outcome.

It was felt that there should be a better process for tracking the comments.

IT@UC Governance Committees: Updates, Strategies

- **Information Security & Compliance** --Matt Williams

Matt informed the group that the April IT Managers meeting will include a table top exercise. This exercise has been used with different groups and has proven to be a good awareness and learning exercise. The IT Security Policies are being run through the approval process and will soon go to the IT Council.

- **Research & Development** – Brett Kottmann
ScienceNet
Brett was unable to attend this meeting.

Action Items

- List of UCIT programs and the appropriate browser to use with that software.

Erma shared with the group a spreadsheet that she had started that contains various software applications and the recommended browser to use with that product. She asked the members to please update this spreadsheet with other products and the recommended browsers.

<https://share.uc.edu/uc/ucit/pas/proc/CCs/ITUC/ITM/Shared%20Documents/ITatUC%20Browser%20Compatibility%20Matrix.xlsx?Web=1>

- Dell Hardware contract update

Harry LeMaster reported that the Dell contract was being updated which means that there are some changes to E-port and C-port. KB-lake replaces Sky-lake in the March/April time period. Also there is a need to convert machines to Windows 10.

He reported that overall there seems to be a positive experience with the Dell portal. However, the plan is to limit hardware selection, but to offer more choices on specific components. The discussion then migrated to the use of a 3rd party vendor such as CDW. Is there a need for a 3rd party vendor? Having an intermediary will increase the prices for items. Is this increase in price worth having the intermediary in the order process?

The response from the group was that they could live without the 3rd party if Dell would improve their order portal to match the vendor's. The CDW portal was found to be:

- Easy and quick to place an order – 2 minutes to complete
- CDW stores information about the purchaser such as shipping address, credit card, etc. This reduces the time to place an order and improves accuracy.

- If there is a question or issue, the purchaser can easily contact a customer service agent to assist with the order.
- It is easy to search for past orders and to retrieve information

Conversely, the Dell portal is harder to navigate. It is difficult to look up past orders. Sometimes taxes are added when they shouldn't, and the system has difficulty in separating university orders from personal ones.

Harry noted that there could possibly be some consequences to holding the contract with Dell at this time. There was agreement that the device standards needed to be updated with the current equipment specifications and then Dell should work from those standards.

What Have You Heard?

Purchasing Computers for Researchers

Yu Chin mentioned that research faculty receive \$1,000 for computer equipment from grants for their research, but the device standard calls for a more expensive device. The response was that the researcher should check with the college's buyer for current pricing and include a more realistic price for computer equipment in the grant proposal. A reminder was also mentioned that computer equipment cannot be purchased on Amazon using a P-card. This will result in the confiscation of the P-card and the device may not have reliable/supported components. The Dell Premier products which are on the UC buying contract are more reliable than what may be offered from other sources.

Public Printing – Don Rainwater

Don was asked for an update on the distributed printing pilot project and some of the pilot groups were represented at the meeting. There seems to be an issue with handling problems and whose responsibility it is for the various components. In some cases the departments where the equipment was placed are performing some diagnostics and spending time working on the issues to get the printers working and are not being compensated for their time. There seemed to be a lack in response from the vendor WEPA to service calls. The group agreed that:

- UCIT's responsibility is to insure the network is working and the printer is connected to the network.
- WEPA can check on their equipment using the network and should diagnose and make repairs to the equipment.
- There needs to be adequate spare machines on hand to replace ones that are broken needing service.

In summary there needs to be a better understanding of the roles and responsibilities of the vendor, UCIT, and the user department. Overall the students are thrilled with the service and being able to print from any device, laptop, desktop, smartphone, etc.

The meeting was adjourned at 11:00am.

Attendees: Birsen Kaya, Andrew Becker, Don Hodges, Clarence Brown, John Kreimer, John Lawson, Dale Hofstetter, Don Rainwater, Yu-Chin Fu, Tom Cruse, Erma Fritsche, Nathaniel O'Der, Megan Pfaltzgraff, Matt Williams, Eric Tribbe, Lisa Padgett, Bill Frigge, Dom Ferreri, Mel Sweet, Greg Crase, Harry LeMaster, Jon Adams