

Information Technology Advisory Committee

March 8, 2019
Library 209
11am to 1230pm

Attendance:	Present	Absent		Attendance:	Present	Absent
Buckles, Jennifer	X			Liedtka, Theresa	X	
Carver, Ethan	X			Loveless, Daniel		X
Harriet Chambers	X			Luehrs, Beth		
Denniston, Terry	X			Matthews, Matt	X	
Forrest, Tyler		X		Pou, Laure		X
Freeman, Yancy		X		Rogers, Brian		X
Gao, Lani		X		Rumbaugh, Stephen		X
Gendron, Dennis	X			Wilferth, Joe	X	
Jain, Hemant		X		Wood, Caesar		X
				Guest: Aaron Grisham, Greg Jackson, Tony Parsley, Jeffrey Wetherhill, Cherie Whipple		

Agenda for Meeting:

- Announcements and updates
 - Welcome Beth (in absentia)!
 - Minutes approved and posted
- Phone Directory – Greg
- Report to Faculty Senate – Matt
- Lecture Capture Task Force – Matt
- Service Catalog – Cherie
- Adobe software - Tony
- Computer Refresh Task Force – Tony
- Did not cover
 - Learning Environment Committee – Brian
 - Training Task Force - Theresa
 - Review of action items from previous meeting
- Next Meeting: April 5, 2019

Action Items from Previous Meeting

- Strategic Plan - Theresa / Dennis – follow-up on Strategic Plan issues (currently under revision)
- Policies, draft
 - A small group will meet to further discuss room inventories and classroom use, and then circle back to the policy conversation. TL meet with the Council of Academic Department Heads and Deans Council to discuss, but additional information is needed to further the conversation.
 - Room inventory - Campus IT in partnership with Academic Affairs - fix the comprehensive inventory of campus learning spaces (November 2018) Is this a reasonable action item & if so, what then?
 - We have a monster list from IRIS. We also have a list from Marcus between IRIS, Banner. If we want more eyes, we need to filter. Giving too much vs. too little information by which to assess? What would help make better decisions of space? Inputs for cleaning up information? Need to create definition of parameters. What are we interested in? Do we care about private office, conference rooms, auditoriums, McKenzie Arena? The initial list for IT was classrooms? We need to know what exists in order to be able to properly budget. Classrooms, labs, special spaces, etc. Question of how the state defines this stuff. We need an accurate list to create accurate funding models. Fix policies, fix information, fix budget, fix definitions. The state has definitions general vs. special use classrooms. Donny could filter the master IRIS list. Set-up meeting to provide input, then work can begin on the list.
 - Classroom Use and Scheduling – Academic Affairs in partnership with Campus IT - provide clear definitions of campus learning spaces (November 2018)
 - TL post definitions Donny provided to web site - done

- Tyler is talking w/UTK regarding budget and policy - done
- Off-boarding - Laure/Dennis move ahead with test of new off-boarding paradigm, call upon ITAC as needed
- Identity Management - Dennis keep ITAC apprised on progress of identity management
- Guiding ITAC Documents - TL post ITAC Guiding Documents on the web site
- Training Task Force - TL get with Laure and Dennis to create a draft task force training charge
- Online Fee - Tyler follow-up on taxing Online Fee proposals, please advise if support from ITAC is desired.
- Organizational structure – continue conversation and create a plan on how to address the upcoming discussion around IT organizational structure as it relates to Partner and Central IT support.
(November 2018)
- Next Meeting: April 5, 2019

Meeting Summary

Faculty and Staff Phone Directory

- Presented by Greg Jackson, please see attached powerpoint
- Laura Pou raised concerns about the UTC directory, People.ut.edu, at our previous ITAC meeting.

Greg reviewed his powerpoint

- Diagram of UTC Identity and access management pathways.
- People.utc.edu is based on a product called Eguide, a novell product, which is Novell's implementation of AD
- Page can be updated by user or event driven
- Challenges: age (no longer supported, eguide), not mobile friendly, inaccuracy is major problem
- Based on the ITAC meeting last month, Greg is already working with Morgan and Jamie to make it more accurate.

Needed Immediate Decisions

- Should we include students? If so do we include inactive and active, an active student
- Last fall
- Pre-registered, admitted
- Currently enrolled
- Ferpa / Privacy concerns – are there any rules in particular to be aware of?
- What about retirees and separated employees (adjuncts, fired, resigned, retired) (what if grade appeal, business email – could the supervisor manage the process)
- What about affiliates?
- Any functional changes?

Needed Future Decisions

- How long do in-active students and faculty keep access to UT and UTC resources?
- UTC does not have anything written – if we say nothing, we generally follow UTK
- UTK has guidelines – ITAC should endorse or change
- Some licensing concerns – with Office 365, we can't allow access to Microsoft office to anyone who has left

- Long-term who keeps the directory current, at present, once an account is created, individuals are supposed to update it, which does not happen often.

Discussion

- Tony asked do we have to have a directory of students?
 - o Does anyone have a right to know they are registered or active? What if they stop out, are they current?
- Matt pulled up a student record which included a home phone and address
 - o Lots of concerns expressed
- Discussion of differences between what you see if logged in versus general public view.
- Joe noted both his sons were included, apparently since they applied to UTC.
- Pulled up several retired or resigned faculty
- Conversation about adjuncts
- Terry and Aaron agreed the directory was not frequently used by students.

Future IT Plans

- Need answer to policy and legal questions
- IT will be Implementing Ellucian Ethos EIS to replace replacing CAS, which is outdated
- This will also allow us to offer Shibboleat
- IT will implement DUO, which is two factor authentication – will soon become be required by UT, we can't implement until we replace CAS.
- Simplify and automate existing IAM
- Possible System-wide identity management
- Answer question....where should faculty go to look up students – Banner and MOCSnet and Argos or maybe 365

[Redacted]:

IT to immediately turn off or remove students from People.utc and keep going on investigation.

Theresa to set up a meeting to continue the conversation with interested members of ITAC.

Theresa to follow-up with Laure and Yousef on any legal considerations.

Follow-up on campus access and software, once directory decisions are made.

Lecture Capture

- Presented by Matt Matthews, a member of Lecture Capture Task Force
- The group has met and distributed a survey (three questions)
- Defined LC as taking place in the classroom or instructional environment, not a desktop powerpoint recording, but could be a class excursion or workshop, for example.
- Task force is going to start reviewing products – going to bring in vendors
- TL asked if there were budget expectations provided as to how money is currently spent and how much is available to spend, Matt noted no budget was provided
- Task Force has set-up a group to look at policies, for example, how long are recording kept.
- Discussed ARC , which is available through Canvas, but not true lecture capture.
- Discussed youtube – discussion of a live class stream – versus I record and make it available – some want both -

To do:

Matt to keep the ITAC apprised of Task Force progress.

Faculty Senate

- Presented by Matt Matthews
- Matt asked if anyone had concerns about bringing the Faculty Senate an update on ITAC work.
- All agreed it was a good idea.
- Theresa noted she would also like to update other staff groups, such as the ERC.

To do:

Theresa and Matt get together and present an update on ITAC activities.

Service Catalog

- Presented by Cherie Whipple, a live demo of draft site
- Cherie presented to ITAC several months ago, and provided update on Service Catalog progress.
- IT is currently at work on updating all IT web content to meet new UTC standards.
 - o Will go live week after Spring Break, lots of clean up, removal of old pages.
- Services button
 - o Will take you to the service catalog, long term include a dashboard and projects.
 - o Task force working since last September, using Educause recommended categories.
- Joe asked if the new web site software will provide better search results. Cherie noted the software is Drupal and that results can be manipulated. For example, Cherie gave the example of Center for Advising, which never showed up as a result, can be programmed to show up first.

To do:

Cherie to keep ITAC apprised of Service Catalog developments.

Adobe

- Presented by Tony Parsley

Current Adobe

- Licensing by install....each person gets a license – they are serialized – we push it out – we do this every year, each year for the license – 1,634 current installs on devices – all UTC – 62,941.37 – licensed through UT

Future

- Adobe approached UT and said you can't use serialized licenses – we approached Adobe and they gave us one year – June 30 -
- Named license - Faculty and staff only – can install on all your devices – allows two logins
- Licensing for Acrobat Pro and Creative Cloud are one license - Did not distinguish between full and part-time (have not seen the license yet, with UT)
- Shared device license - For our computer labs – 50 computers = 50 licenses- Based on install, in certain cases could be two

Moving Forward

- Licenses allocated – 1,473 – total to UTC
- UT usually buys enough licenses so we never get out of compliance
- Adobe is increasing our cost
- Will be an annual process – fill out a form – will happen yearly

- What if a student uses an office machine – needs clarification – multiple student assistants / one machine
- The “installer” will be pushed – if you request – it goes to Help Desk – set it up as an Entitled User – then you select and download the applications you want (limits you to two) – will push using JAMP or SCCM
- We do not expect the cost to go up immediately, but we expect the cost to go up dramatically
- Contract ends and start on June 30, July 1
- Meeting next week with UT/UTK
- Uninstall previous Adobe CC and Adobe DC/Pro
- Develop communication plan for the campus
- Cost model going forward may need to change

To do:

Tony to keep the ITAC apprised of Adobe developments

Computer Refresh Task Force (CRP)

- Presented by Tony Parsely
- Rewarding and labor intensive
- Every faculty and staff receive new primary device every four years
 - o Folks with multiple devices get confused
 - o Happy employees = Happy support
- This is the 3rd year of the program
 - o Original inventory was done on a “napkin”
 - o We do not have a definitive inventory...oldest was 11 years old.....
 - o Year one 286
 - o Year two 186
- Budget is recurring, 250,000. – 1,283.....may need additional money
 - o Procurement is the wild west.....
- Started meeting in October
- Identifying Devices
 - o IRIS records – but under 1,500 is not in IRIS - SCCM/JAMF - Department inventories
 - o This is the most laborious part of the project
 - o Sent a blast to all of campus – if you think you are eligible, let us know....we had about 120 individuals self-report, we then could validate information
 - o Every device should be tagged – at any cost – this is information we need to send out.
- Communication
 - o Question Pro.....dear – name – question - pro batch process took about 30 minutes – then QP sent a second email – who is actually eligible
 - o One of the questions of who should we be communicating with....some departments know, some departments don’t know.....we do target the individual....we recommend this device.....once validated it then goes to the supervisor –
- Timeline
 - o met with Dell / Apple / Purchasing – beginning of April place orders – don’t like to deliver until post graduation – all deployed by start of the Fall semester
- Customization

- some folks want customs – it will take a little more time – we pay \$1,200, we pay the rest
- What if they don't want a new device? They get to keep the old one and we move
- What is tagging? Green tag – who should be doing it.....all devices....in IT - Green – less than 1,500 - Blue – over 1,500 - Potential to walk is huge.... - Blurred line between UC Foundation and UT – maybe a different tag? - Alumni / Affairs – ignore the email - We don't do GA or grant funding

To do:

All continue conversation as needed to help and assist CPR and process.