

October 9, 2019
3:30 – 4:30 p.m.
LIB 209

Attending: Adam Nimmo, Donny Behneman, Julie Brown, Dawn Ford, Jessica Pierce, Chris Sherbesman, Chantelle Swaren, Joel Wells, Chèrie Whipple

Absent: Anna Lane, Bo Baker, Susan Lazenby

Discussion and Decisions

Reviewed and approved previous minutes from 9/25.

Looked at the charge. Removed 'students' from second page. Added Task Force members' names. Charge is now listed as completed.

Chèrie to meet with Brittany Richardson at the Library to create a webpage on the ITAC website for Task Force minutes, charge, etc.

Two big components of business for today:

- Linked in learning was discussed. Integrations are available and are working at UTK for Canvas and K@TE. You don't have to have a linked-in account.
 - Susan is trying to get information on who at UTK can assist with integrations.
 - Susan also contacted UTK about usage and provided a presentation on 10/9.
 - This did not have granular detail on usage
 - We are going to request more data from them as well as a few questions about their contract.
- A drafted recommendation on LinkedIn Learning for UTC employees was provided. Chèrie will share with the group digitally following the meeting.
 - Includes a quote for contract
 - 8% discount for a longer contract
 - \$75,900 saving if we do a 3-year commitment
 - How employees are defined was discussed as the scope of this needs to be understood and defined.
 - Should Adjunct faculty be within this umbrella? How about Graduate assistants? TTTF members felt 'yes' to both groups.
 - Julie will work with HR colleagues to clarify terminology for TTTF.
 - We will also look at Knoxville's contract to see their definition of Students, Staff, and Faculty coverage. Chris offered to track this down for us.
 - Once we have this defined, we will talk to LiL to double check that our understanding aligns with the license.
 - January 1st would be ideal rollout date to start contract.
 - Clarity was requested concerning the "8,000 online courses" line in the recommendation. This information was taken from LinkedIn's statistics page and will go into the description for clarity.
 - There is a place for utilization in the recommendation that will be filled in when we receive information from Susan.

- When we are ready to submit this up to ITAC, a letter from the Admin group will accompany the recommendation.
- It was asked if we need to define what the admin support group is. Will follow-up with Anna concerning this.
- If something needs to be added, the document will be made available online for comment / feedback.
- Chèrie would like to send the recommendation to ITAC by 10/18 if we have all information confirmed by that date.

Three data collection spreadsheets were posted in the OneDrive.

- Existing training (what do we have right now across the institution)
- General what we think we need (current state, future state)
- Specialized (lots of packages such as Argos, Banner, Navigate – items not included in LinkedIn Learning or items that are customized for UTC and training is provided through the vendors).

Please review these lists. If a field was missed, please look at the spreadsheet and add it.

The link between the knowledge base and service catalog was briefly discussed. How will the list we are creating here interact with the current and future versions of these? Unsure at this time but could be part of our final recommendations as to the evolution of both the IT Service Catalog and the IT Knowledge Base.

It was discussed that the "Audience" field is on these spreadsheets. It should be helpful to keep this in mind here as we start to define the various audiences and look at learning paths by role: new employee, new faculty, administrative professionals, advisors, etc.

The IT Service Catalog was brought up as something to assist individuals find who to talk to. It was suggested to change the wording on the service catalog from "Supported by IT" to "Supported by UTC." Chèrie will make that change.

Training was discussed from a quality control standpoint. The committee can discuss suggestions of ways or directions to address quality and age of training content that is available from internal sources.

A "deeper dive" training suggestion for critical systems individuals use often could be something the committee suggests.

Chantelle updated the Software Inventory (found on OneDrive) with a cross reference of what % coverage of LiL topics vs tutorials were found. Items were combined that were just version differences (i.e. Adobe Acrobat versions). There is crosswalk here of coverage of items that were on the list.

Meeting adjourned at 4:31pm.

Action Items

Meeting Notes – Donny

Upload LiL recommendation to OneDrive – Chèrie

Review LiL recommendation and provide feedback – All
Contact UTK for usage percentages on each role (students, faculty, staff) – Susan
Contact UTK for technical resource to discuss integrations – Susan
Locate UTK LiL contract and review for criteria – Chris
Populate the data collection spreadsheets with information from individual areas – All
Update IT Service Catalog with suggest change in wording – Chèrie
Finalize recommendation to send to ITAC on or before 10/18 – Chèrie