

ITCC March 15, 2013 minutes -- ITCC Open Forum

Attending: Wunsch, Smith, Bax, March, Trish, Weaver, Vojta, Uetrecht, Esping, Callaway, Tauritz, Schramm, Gulley, Lutzen, Cesario, Oswald, Dawes, Singler, Yin, Careweyrd

Meeting called to order at 1:35 PM

1. Approval of last month's minutes.

Vojta, Schramm, passed unanimously

2. ITCC Welcome and update - Don Wunsch

Don Wunsch announced that he is stepping down from the committee at the start of the next academic year, 7/1/13. He has already discussed this with the Vice-Chair and the CIO. The Vice-Chair will take over any needed functions of the ITCC Chair between 7/1 and the Fall elections. Don expressed gratitude to the committee for hard work and excellent progress over the decade he served on it and the time since 2006 that he chaired it. He also expressed confidence in the committee's members who have shown themselves highly capable to serve, so that the performance of the committee will continue to be responsive to the needs of the university.

3. Faculty Accomplishments System replacement application update - Zach March

See the attachment for Zach's slides. Some key points were:

The old FAS was a mid-90's tool with a design philosophy epitomizing the idea of one size fits all. Now there is a desire for a system that is more useable and able to provide Web-based reporting. The

System has been looking at options:

Digital Measures – Activity Insight

Data 180 -- Faculty 180

Vivo – Open Source product

They have been doing focus groups as well as contacting various constituencies on multiple campuses.

Themes: Purpose, who sees it (internal), why system-wide, does anybody look at it, has not been used in years, little faculty feedback, what are incentives?

The current systems is used but we want one that works better.

It doesn't fit certain subsets of faculty: clinical teaching, community service, performance, art, etc. There's a frustration with choice of nonintuitive fields. The user interface is unfriendly, data entry is slow, and it needs better customization.

The new system needs to import from various existing databases. It should include assessment, align with the Promotion & Tenure process, annual reviews / reports, accreditation, etc. It should output to faculty web profiles, and generate c.v.'s and biosketches. There is a possibility for this becoming the main repository. Most of the options can hold other documents as a repository (syllabus, etc.) The new system should import from EndNote, Scopus, etc.

They have also met with Institutional Research and Library people.

What about data in the old FAS now? There would be a campus-by-campus or even departmental choice whether or not to import into new system.

The new system would be cloud based, and will use same process as Amazon uses.

Timeline: Feedback now, April campus meetings, summer fall small pilot, data field standardization Phased-in implementation 2014.

ITCC Feedback;

- The system must be fast and easy to use or nobody will do it.
- Field-by-field by input would be a total failure.
- Importing from Scholar's Mine would work well.
- It would be good to know whom to contact if problems come up.
- Make it easy to deal with correcting errors.
- The ITCC asked re expense. Answer: yes, it's a big project.

4. Scholar's Mine changes – Roger Weaver

Review from last month's info: Current status, Scholars Mine moved over as independent community within MOspace

See the attachment for Roger's slides. Some key points were:

The updated FAS provides an opportunity to connect with Scholar's Mine.

Connecting viva labs & research centers unavailable for now, will be reviewed as to how to re-index for accuracy. This summer we will contact departments to pick up missing publications.

Faculty are welcome to send a list of papers to Roger Weaver.

Uploads can be very convenient from Excel Spreadsheets.

Suggest Library Committee and perhaps ITCC discuss whether Library should also OWN FAS. Might make good sense.

5. Budget Review and Institutional Comparison – first presentation to ITCC by new CIO Greg Smith and John Bax

See the attachment for their slides. Some key points were:

Cal State Poly – Pomona, FIT, GATech, Michigan Tech, Missouri University of Science and Technology, RPI

Average IT salaries are considerably lower than peer institutions. We're below the average for Missouri System schools and are undergoing a classification scheme for IT jobs.

Budget for Desktop Enhancement went down, partly due to transition to four year cycle.

Provost decided early last year that we're on a 4-year cycle for Desktop Enhancement upon recommendation of then-CIO Margaret Cline. This didn't receive vetting from ITCC. (Insofar as any of us remember. Perhaps we were told that IT had to submit plans for cuts at various levels like other departments.)

Questions were discussed, including: What is happening with warranties?

Answer, IT will get back to us. But somehow IT will keep people with a working system over the whole four year cycle.

6. Unified Communications Ideas – Dan Utrecht

See slides.

Unified Communications is coming closer to reality. Spending a lot now doesn't make sense because the offerings will improve. We're not ready to bind ourselves to another proprietary technology.

Network Access Control We will adopt Impulse Point SafeConnect. UMKC has adopted it and likes it.

Microsoft Lync will be rolled out April 1. David Esping will be supporting it.

7. Project Management – Vicki Callaway

Project Portfolio Management (PPM) was explained to us at the ITCC Open Forum in 2009. Info is attached. Can find it also on the IT Projects web page.

Strategic Project Management Office has new Director, John Nemec (formerly was in System HR office, was with UM for last 1.5 years, lots of industry experience prior).

8. Computer Security, including plans for mandatory training as recommended by ITCC – Karl Lutzen

Harvard article re spying on emails.

Eduroam is being adopted here in response to the ITCC Computer Security Subcommittee request last summer. Target date is sometime this summer.

UMC is in the process of testing it and they will probably be online by the end of the semester, which will help because we can use some of their servers and expertise.

Forefront Identity Management (FIM) project is taking up a lot of Karl's time. Took two months just to get the four campuses on the same page re business rules. This will replace a bunch of homegrown scripts dating back to the late 1990's. This will be necessary before doing Office 365 and other important capabilities. This is targeted for July 2013.

Network was out earlier today and MS Exchange went out also today. Both issues were due to human error. We will roll out Security Awareness Training and are looking at options.

Securing the Human can be got for the campus at a reasonable rate. But it's only for faculty and staff at the good rate.

Building it in-house would be more effective and lower cost in the long run.

Recap re October 2012 spearphishing attacks: Mass notification was a problem but it would be all or nothing. We're working on a new RFP for a better Mass Notification System that would solve this problem. Updated report will be provided in April.

We do now have a service available called Digital ID which will authenticate that the email is really from you.

Reminder: Check Postini quarantine and you can contact Karl re System—wide whitelisting. Postini will be moving into Google Apps with regular reminder.

Password Reset Policy: This will need to be rolled out for the full campus for Faculty, Staff and Students.

9. IT response to classroom incidents – David Esping , Manager of Customer Technology Support

There was a faculty member with a 9-minute delay with an IT problem. The Walk-In Center dispatched an expert to resolve the issue. This issue is not acceptable and it has not happened very often. IT is looking at ways to avoid the recurrence of this problem. The Helpdesk and Call Center have now been combined to allow faster customer response and better alignment with the Educational Technology Group. The Call Center System is antiquated and needs to be replaced, which will happen shortly. They are also working on streamlining overall operations.

The remodeling causes some EPSON projectors to require a power cycle before working. They are working with EPSON to monitor this and recognize it in advance. This happened about five times in the last two months but just once in class.

10. Open questions / comments from attendees welcome on-topic throughout and free topics at end, Trends / Feedback / Brainstorming – Greg Smith

Cloud, Office suites, client/server, other issues, Greg wants our feedback, also re research computing.

Needs to include people being able to work offline part of the time.

Chemistry department interested in improving department web page, is willing to put in some of the money. Math department has same question. A student web support editing group already exists. Contact the web support group for more information.

Greg: He wants to build this capability up beyond what it currently is.

Web page creation policy at the campus level is a problem. The image of the campus suffers from lack for depth, variety, creativity of individually-created web sites.

Tauritz raised the following issue:

Version Control Systems have become an extremely important capability. It's no longer optional. It does now need to become a core service. Old version control system management is SUN but newer one is GIT, which is required by Sandia National Labs and there is a desire that we start using it. For example, GITlab is working well and would migrate nicely into the campus ecosystem.

Motion: The ITCC recommends that IT investigate version control system management as a core service using (for instance) GIT.

Tauritz, Singler

Passed unanimously.

Next meeting Wednesday April 10, 4-5:30 PM, room 236 EECH.

Adjourn 5:47 PM