Memorandum

To: Distribution
From: Andrea Miller
Date: DATE
Subject: University Technology Council (UTC) – February 17, 2017

Attendance:
Present: Adam Paulick, IT Services; Joe Fugere, IT Services; Andrea Miller, IT Services; Ryan Belnap, Prince William Sound Community College; Katie Walker, College of Education; Robert Stott, College of Business & Public Policy; Lee Henrikson, Community and Technical College; Dave Dannenberg, Academic Innovations & eLearning; Ian Bushell, Kodiak College; David Fitzgerald, Faculty Senate & ACDLITE; Dennis Drinka, ACDLITE; Mike Robinson, Consortium Library; Vince Yelmene, Mat-Su College;
Absent: Spring Sibayan, Kenai Peninsula College; Angelia Trujillo, College of Health; Karen Andrews, Disability Support Services; Randy Moullic, College of Engineering; Larry Foster, College of Arts and Sciences;

1) Welcome and Introductions
   a. Call to Order: 8:34 am

2) Review and approval of agenda
   a. Approved

3) Review and approval of minutes
   a. Approved
   b. Request to send out minutes shortly after the meeting.
   c. Run through of Action Items from last meeting.

4) Discussion items
   Carry Over
   a. Captioning/Kaltura (Dave)
      i. Working with Brandon in IT to get Kaltura figured out. Think we have determined that the reason we can’t see the capturing may be because OIT turned feature off. System was captioning videos that already have captions. To mitigate this, a tag needs to be included in video file so system knows to caption.
ii. We don’t see the editing features currently. Are talking to provider as to why the editing features are not showing on the Kaltura tab.

iii. Still figuring out how this works, and what the process will be to load videos. Once we have this all figured out, we’ll start creating documentation and have users try it out with directions.

iv. Thought when we went to one Kaltura license, we would go to one instance, but there is a main/blackboard, a repository for each MAU, and one for KPC. Need to find out if they can be easily moved across instances.

v. Feedback – call center thinks that Kaltura is still supported at KPC.

b. Educause survey (Dave)
   i. No change on survey. Still waiting on IRB approval. Missed last month’s deadline, review committee meets next week.
   ii. Looking at end of March - 1st of April

c. Grammar checker (Bob)
   i. Krystal Haase wasn’t sure if there is a grammar checker in their (CAS) computer labs. She thinks there may be a comparable program.
   ii. Reached out to English Director Dan Klein. He was excited about the prospect, and would like a couple weeks for English faculty to test it out.
   iii. Getting two quotes. One for campus wide, and the other for specific computer labs on campus.
   iv. Recommendation to reach out to Shannon in the Learning College.

d. Gmail (Adam)
   i. A group meet with OIT. Carl and several of his staff came down to UAA. Included Jim Bates, Pat Shier, and UAA IT Personnel. Discussion included several recommendations for next steps with issues with conversion, how the conversion came about, and strategy for UA email, calendar, and collaboration. Covered what that meant.
   ii. Agreement with President to take a step back and revisit strategy.
   iii. HIPAA Audit to address PHI issues and make recommendations for a corrective action plan. The audit will address more than just email, calendar, and collaboration issues.
   iv. Been working with the College of Health. They filled a compliance officer position, Margaret Baker. Adam will be meeting with her next week.
v. We look at replacing some of the things we’ve used in the past with something new. Technology moves so fast, there was an article in Higher Ed about this. Lee will send the link to Andrea to send to the group.

vi. Four items to be focused on: global address list, voicemail to email, distribution lists, and email migration. This is not all inclusive, there are additional items.

vii. Strategy for UA systems Email, Calendar, and Collaboration systems shared. Looks at meeting the needs for three different user groups: faculty, students, staff and departments, and provide for and promote collaboration with people and organizations outside the university. UTC provided feedback on strategy. Strategy document will be posted to SharePoint site for feedback.

e. ITC (Adam)

i. ITC had first meeting.

ii. Discussion on at what level this group should be operating. Many comments about the group not focus on day-to-day operations or tracking how IT is doing. Level of group operation still needs to be determined.

iii. Level 2 committees will be formed that have particular topics of focus. Group discussed what this looks like. Banner was on the list. What direction should this come from: infrastructure, finance, etc. Academic technology will be a group focus.

f. Managed print initiatives and additional updates (Joe)

i. $15 increase for all students enrolled went well.

1. Mini marketing campaign to get the word out. KRUA radio public service announcement, Green & Gold, Northern Light advertisement, posters, electronic displays around campus, and word of mouth.

2. Money came from last year student fees carry forwards

ii. University Managed Print – locations around campus

1. We have an overlay/map of locations around campus at uaa.alaska.edu/maps. Print Stations have been added to maps, organized by building, and with their own icon.

2. Images are currently a generic image. Student workers will be sent out to get updated photos of each location to include on map.
3. Link to managed print now included in map descriptions

4. Request to include google maps directions link - how to get there from where I am.

5. Joe to get stats on current use of managed print allocation usage.

iii. 50% grant on new managed print stations.

1. We have reached out to different departments about this

2. Have had one request for a station from CAS NSB 204, with possibly two more in their lab

iv. Plotter

1. Look at two models
   a. HP DesignJet Z6200 42-in Photo Printer – Photos / CAD
      $6045 + install fees
   b. ii. HP DesignJet T1300 PostScript – Prints / Drawings
      $6732.34 + install fees

2. Price does not include wiring.

3. Looked at who may need this.
   a. College of Engineering has one, but as it is older it is not on managed print. They may want one or two for students, use old one for staff.
   b. CBPP may want one in shared common area. Discussion continuing.
   c. Recommendation to talk to Joel Condon in CTC Construction Design and Safety. They may need one.

v. Conference Services

1. Having discussion with conference services and AV, meeting with them next week.

2. Working on fix concerning equipment dropped off with no set up or support.

vi. Working on list description of IT’s services offerings.

vii. Question concerning Call Center tickets with fund/orgs on AV/SLA tickets. Joe will look into.

g. Voicemail retention policy (Adam)
Some feedback received. No in-depth discussion, will postpone till next meeting.

Student Rep (Adam)

USUAA is currently identifying a student representative.

New Business

Technology upgrade updates (Adam)

VOIP System was updated this past weekend to latest and greatest Sysco. Most folks shouldn’t see a difference. This is the last upgrade we can do with the current hardware/phone that we have. Next upgrades will need a phone refresh.

Updated Aviation building

Bragaw Office Building (BOC3) will be updated here soon. BOB/BOC buildings will go to 1G each.

Strategic Pathways IT (SPIT) Direction #1 (Adam)

For IT there were three direction options, which didn’t necessarily address budget or how to meet the requirement to reduce 20%.

Comments on how the decision being reached on selecting a direction without budget analysis.

We’re giving task to proceed with Direction 1, but no specific instruction on how.

Direction 1 looks into integrating embedded IT personnel into centralized IT.

Actions:

1. Started with list from IR. Not clean data, sorted through and find more info (done)
2. Work with Campus CIOs VCs and Provosts to analysis positions, identify actual work being done and identify those positions appropriate for transition by Feb (In Progress)
3. Work with campus CIOs VC and Provost to establish transition plans for embedded personnel. (future)
4. Work with campus CIOs to establish plan for service to units losing embedded IT personnel (future)

Currently 44% of IT personnel are embedded, 56% is centralized in IT. 58% of those embedded positions are going to committee, 10% cut with duties going to
vii. Position Fit: What factors lend themselves for a good fit for consolidations? Type of work, single threaded (one person doing the work with no back up), works in standard technology or tech that should be standard, absence of technical supervision.

viii. Recommendation and decision: recommendation delivered to Provost and VC, organization review, communicate decisions, develop transition plan

ix. Committee nominations are being sent to Provost on Monday. Committee will hopefully be meeting soon.

5) Adjourn: 10:18 am

Action Items:

- Andrea to send out meeting minutes once they are approved, rather than week of next meeting.
- Joe to reach out to Shannon in the Learning College concerning potential grammar checker usage.
- Lee will send the New Media Consortium’s 2017 Horizon Report for Higher Ed link on technology and Universities to Andrea to send to the group.
- Andrea will post Email, Calendar and Collaboration Strategy document to SharePoint site for feedback.
- Joe to look into including a link google maps directions to managed print locations on UAA interactive map.
- Joe to get stats on current use of managed print allocation usage, both original allocation and additional.
- Joe to talk to Joel Condon in CTC Construction Design and Safety concerning potential use of plotter.
- Joe will look into question concerning Call Center requesting fund/org on AV and SLA tickets.
- Adam follow up with Christ Axtell on SharePoint Site and Faculty Senate

Next Meeting Dates:

- March 24, 2017
- April 21, 2017
- May 12, 2017