UAA University Technology Council

Meeting Minutes

March 22 2018

8:30 am – 10:30 am

SSB 120

Attendance:

Present:  Adam Paulick, IT Services; Andrea Miller, IT Services; Dave Dannenberg, Academic Innovations & eLearning; Toby Long, ACDLITE; Shuvajit Bhattacharya, College of Arts and Sciences; Bob Stott, College of Business and Public Policy; Frank Moore, College of Engineering; Janet Johnston, College of Health; Joel Condon, Community & Technical College; Ian Bushell, Kodiak College; Ryan Belnap, Prince William Sound Community College; Katie Walker, School of Education; Alyona Selhay, Student Affairs; David Fitzgerald, UAA Faculty Senate; Guest: Joe Fugere, IT Services

Excused:  Mike Robinson, Consortium Library; Veronica Howard, ACDLITE;

Absent:  Vince Yelmene, Mat-Su College; Susan Mircovich, Kenai Peninsula College;

1) Meeting called to order – 8:34 am

2) Review and approval of agenda
   a.  Approved

3) Review and approval of past meeting minutes
   a.  October - Approved
   b.  December special budget meeting - Approved
   c.  February - Approved

4) Discussion items
   a.  Video Conference RFP – Adam Paulick
      i.  Not a lot of updates at this time. There are four finalists. Procurement is doing some very limited demos with the four finalists, which they are hoping to wrap up by the middle of next week. The RFP is still in a confidential stage.
      ii.  The original target was for awarding the contract in mid-March, but this is going a bit slower than anticipated. This delay is related to scheduling the demos.
      iii.  What are the budget ramifications for this? The budget ramifications for UAA are not clear. How they might do a charge back, or how that may change. Part of that has to do with that we don’t know how much the service will cost. We
did a general inquiry for the RFP but the vendors didn’t go into cost. It was more focused on capabilities.

iv. Part of the discussion centers around what services we expect from Fairbanks/Statewide. If we move to a cloud service that may change how the services is managed. A lot of the expense today is focused around the management of the system. The work today is very manual in set-up and management of video conferencing. The big question is “what do we expect from SW?”

v. Right now it costs about 1 million dollars to run a year with the current model. Of that, UAA and UAF pay approximately a third each, with the remainder being paid by SW and UAS.

b. Service Center Presentation – Joe Fugere

i. Service Center is broken into three different areas. The first is the IT Technical Support Center, formerly known as the Call Center. The second is the Desktop Team, and then our AV Team.

ii. Infrastructure, the other half of IT Services includes the Web/Applications Team, Server Team, Messaging/Directory Team, Network & Telecommunication, Security, and Architecture

   1. Discussion concerning the Web Apps team and what support they provide, and how web authoring works

iii. The Technical Support Center (TSC) – about half the funding for the TSC comes from student technology fees allocated by the UTC. Right now our hours are Monday through Friday 7:00 am through 10:00 pm and Saturday and Sunday 10:00 am to 2:00 pm. Outside of those hours we do have several mechanism for on-call functions.

   1. Overview of Tier 1, 2, and 3 technicians, along with processes the technicians go through to ensure your technical issues are resolved.

   2. We’ve started tracking metrics, such as inbound contacts, first contact resolution rate, average speed of answer, etc.

   3. New changes for FY20 include a new ITSM system, which is our ticketing system. This new system, TeamDynamix, will allow for a Self-Portal and Knowledgebase.

      a. We went through quite an extensive review process to determine that this was the right tool.
b. Our goal is to have this up and running by this summer

c. We opted not to use the same tool as Fairbanks due to cost.

d. These systems are made to be transferred to other areas, such as student services, facilities, and HR. There also made to have a lot of automation and self service

iv. Our Desktop team is now split between the two halves of campuses to allow for quicker responses. Desktop is an authorized Dell service center and an Authorized Repair Center. These services are available for non-UA equipment.

1. Desktop not only services equipment, but also maintains our labs and managed print stations.

2. New changes for FY20: focus on efficiency and updating tickets remotely, which will be facilitated by the new ITSM. Also additional metrics.

v. AV team troubleshoots, fixes, and resolves AV issues. They support video and web conferencing, and design/support centrally scheduled classroom tech. Our budget goes towards supporting these rooms.

1. Calls receive immediate service. Sometimes there’s a delay in repair due to occupancy of rooms.

2. New changes for FY20: prepare campus for new video conferencing software, invest in classroom tech, and increase ability to provide remote support.

vi. In summary: ticket system is a big thing. Our major goals are to have the new ticket system in before fall semester, have the ability remotely support classrooms, and develop and track additional metrics.

c. Streaming follow-up – Adam Paulick

i. Had a good conversation recently on Kaltura, and talked about YouTube licensing.

ii. With Kaltura, we recently moved to an unlimited plan due to our overages. This is for UAA and UAF.

iii. YouTube, while available through you Alaska.edu sign in, is not part of the UA licensing package. There’s not many tools available to be able to administer it. We could lock all videos down, to make sure they are not available to the public, and select specific ones to make public. Our licensing contract points to the general YouTube contract.
d. Outage communication – Adam Paulick

i. A few weeks ago, a network outage affected some evening classes over on the RH side of main campus. The outage lasted a few hours. We received some feedback after the fact that there was no information that came out as to why it had happened.

ii. We currently notifications on our twitter feed. We’ve been discussing other options for notifications. We’d like to know what the community prefers us to do. This could look like a subscription model, or notifications could go out to all faculty, or faculty and students. We’d like some feedback on how to go about provided better notifications.

1. Having a reliable place and verify past outages and the timing would be helpful. Especially with students who say they couldn’t complete work by a deadline due to technical issues.

2. Options for a page to view outages and updates, in addition to a subscription for notifications.

3. Adam will follow up with the group on where this goes. If anyone has any additional feedback please reach out.

e. Budget updates

i. There has been a few notes out from Fairbanks this week. We have not yet been asked for scenarios on how to deal with proposed cuts.

5) New Business

a. Email Guidelines Update – Adam Paulick

i. The UTC and other groups circulated an email guideline document. This document went to the UA President and got some comments before being sent to the CITO. When the previous CITO left, there was a delay in getting additional review. Now with the CITO position filled, progress has begun again. The document was kicked back from the summit team, and the question was asked as to why this wasn’t regulation. Two key elements they are looking at putting into regulation is that if you are a University employee you must use your UA email for University business, and that automatic forwards to non-UA emails would not be allowed.

ii. Feedback on how there could be exceptions to the guidelines/proposed regulations.
iii. Question on when the change to regulations will occur? At this point it’s unknown. It depends on what the review looks like, if it goes back to governance, etc.

iv. CMT is looking at being able to have separate email addresses for different user types: student, faculty, and staff. Discussion about the pros and cons of this, such as being able to identify the sender, keeping permissions separate, etc.

b. Update on ASAP system – Adam Paulick

i. ASAP is used for non-credit courses. It’s an application folks can use when taken non-credit courses through use. These can be like a Coast Guard class, etc. This allows for requests for temporary ids, requesting classes, etc. It’s a cumbersome tool to use to ensure students can have access when they come to class. We are working on an automated process that if students register for a class through ASAP that they would automatically get access to computing resources for a limited time. These limits could be set by instructors when setting up the class. Student would get an email where they can claim the identity.

ii. The previous administration had been reluctant to giving these non-credit course students access to these systems that they do not pay fees to support.

iii. One thing to consider is that PWSC uses ASAP to create memberships that can work for a year. I’m not sure how that will affect the process. PWSC is excited about the prospect of automation, but wants to bring up this possible complication.

c. Any priorities yet from our CITO? Other than our email guidelines, not at this time.

d. HR is looking at some working demos as an alternative to Banner HR.

6) Adjourn – 10:15 am

Action Items:

- none

Future Meeting Dates:

- April 26, 2019