UAA University Technology Council
Meeting Minutes
October 25, 2019
8:30 am – 10:30 am
SSB 120

Attendance:
Present: Adam Paulick, IT Services; Andrea Miller, IT Services; John Zetterman, IT Services; Dan Anteau, College of Arts and Sciences; Ryan Belnap, Prince William Sound Community College; Ian Bushell, Kodiak College; Joel Condon, Community & Technical College; David Fitzgerald, College of Business and Public Policy & UAA Faculty Senate; Veronica Howard, ACDLITE; Brad Myrstol, College of Health; Jennifer Pederson, Kenai Peninsula College; Kim Riggs, College of Engineering; Mike Robinson, Consortium Library; Alyona Selhay, Student Affairs; Paul Wasko, Academic Innovations & eLearning

Excused:
Absent: Vince Yelmene, Matanuska-Susitna College

1) Meeting called to order – 8:85 am
2) Review and approval of agenda
   a. Approved – with additional items
3) Discussion items
   a. Welcome new members – Adam Paulick
      i. UTC mission and purpose
         1. Tech focused communication and discussion
         2. Provide feedback and guidance to ITS and CIO
         3. Review and provided feedback on tech related policy, initiatives, and operations
         4. Council’s guidance is key to the operation of IT
         5. Direct the best use of the Student Tech fee budget
            a. Fees are declining, but it is a very healthy budget. Council is important in guiding the use and distribution of the STF
            b. Student tech fee provides up-to-date equipment, software, maintenance, training, and support for students
            c. $5 per credit hour
         6. Question on revised student tech fee – is that still being looked at
            a. Yes, Bruce Schultz has proposed one. It would combine a number of student technology related fees. The proposed combined fee would collect about the same amount, but
simplify the fee for students. The fee would be split out to the different areas on the back

ii. Co-chair nomination and selection

1. Members are from each college/school, community campuses, faculty senate, and student body

iii. Proposed meeting dates

1. Proposed to meet the forth Friday of every month. No meeting held in December
2. Meetings are two hours long with remote connection via Microsoft Teams
3. Additional working group meetings as necessary
4. Any issues with this meeting dates? None voiced

iv. This is not the only group that relates with IT related issues. How do all of these groups fit into a package?

1. There is overlap between the groups
2. CIO is a member of OLAC, and is invited to ACDLITe meetings

v. Co-Chair election

1. Responsibilities:
   a. Assisting with organizing the agenda, seeking additional topics for discussion, working through the budget and getting approval
   b. They are a second set of eyes on agenda, and have discussions with the CIO about discussions at meetings and what should be discussed
   c. These responsibilities may change with the new CIO

2. Nominations: Veronica Howard, and Paul Wasko
3. Veronica Howard voted in as co-chair

b. Team Dynamixs – Josh Blackwell

i. Presentation on new IT ticketing system

ii. Allows for:

1. Customers to give more feedback on services and knowledge base articles
2. Self Service function where users can go submit tickets online
3. Cater directly to the user and ensure users are getting the best services possible

iii. Team Dynamix is used by over 150 higher education institutions

iv. Question on the tools use outside of IT shop. The program seems to have potential as an enterprise level service provider across the system
1. This is something we are actually looking at. IT is doing the primary adoption of TDX before potential spreading the use to other departments

2. There is flexibility in our license to do this and deal with potential IT consolidation

3. New version coming out allows for multiple groups to have their own presence and easy delineation between the different areas

v. Why did we switch?
   1. Our old product, Front Range, lagged on development

vi. If a department moves offices and turns a conference room into a classroom, would it be possible then that the ticketing system would involve everyone who needs to be involved from Facilities, Mail Room, IT Office of the Registrar, or anyone that needs to be involved with such a change?
   1. Yes. We can set up a workflow that notifies all the proper parties automatically

vii. There’s a potential for savings due to the time saved through the automated workflows

viii. Concerns about proliferation of new applications and faculty overwhelmed by the different technologies. There is so many tools; it is hard to keep up. From the faculty side, faculty are spending less and less time actual doing what they have their degree for
   1. This is definitely taken into account. Our current phase is working on the client portal. We’re working on a soft launch for mid-November with the full launch for the beginning of the Spring semester
   2. Self-service is optional. The self-services is another channel or means to get service. Users can still call the TSC and request service through the current channels
   3. The point is for the tool to be easy to use. There is going to be user testing to refine the tool to ensure it meets the needs of users

ix. TDX client portal was demonstrated to group

x. Question on chat support
   1. A chat support client is coming

xi. We are doing focused testing, and we could use your help.
   1. If you are interested in volunteering for testing, contact Josh Blackwell at jpblackwell@alaska.edu or 786-4610
   2. Testing will kick off November 4th

c. IT Consolidation Status (Information Technology Council) – Adam Paulick
   i. Had a consultant review the IT structure at UAA
      Recommended to demerge UA OIT and UAF
Not even a month ago, the ITC, a governance group for IT across all campuses, was charged with looking at consolidation.

1. With the board’s action of stopping the academic reviews, consolidation has slowed down.
2. The UAA Chancellor has said she needs to have full administrative functions to ensure her role as a leader for the University.
3. Chancellor believes in the viability of shared services, which could mean a lot of different things.
4. We have not received any internal information about consolidation moving forward or not.

How is consolidation effecting staffing?

1. We have positions vacant, Security, WebApps Lead, AV technicians and TSC technicians.
2. We’re moving forward with hiring in these positions, and are hopeful.
3. We’ve had one AV technician job posting filled just yesterday.

Question on what UAS provides in terms of IT services UA wide?

1. Southeast provides enterprise services for ELMO (password resets) and onboarding.

Question on transparency on student fees?

1. There are two technology fees: Student technology fees and Network Fee.
2. The STF is managed by the UTC and distributed.
3. The Network fees is 4% of tuition, with 2% going to SW and 2% to UAA. Community Campuses get their Network Fee, although PWSC and Kodiak transfer their Network fees to UAA-Anchorage in exchange for additional network support and lower phone rates.
   a. The 2% going to SW is lacking in transparency. Not a lot of communication about how the fees are used, or what we could benefit from the most.
   b. Example: SW equipment in UAA datacenter that isn’t turn on.

Question on consultant recommendation to demerge OIT, is that suggestion now disregarded due to consolidation?

1. Consultant provided multiple recommendations.
2. President decided to demerge.
3. President’s decision, if anything, has been disregarded.

d. STF funded desktops — Adam Paulick

i. 80 available desktops from decommissioned computer labs.
ii. IT is looking at reallocating some to other computer lab which are due for equipment lifecycle refreshes

iii. Computer are new and purchased within the last year

e. Interim CIO – Adam Paulick

i. Beverly Shuford, the Vice Chancellor of Administrative Services, is working towards appointing an interim CIO

ii. Interim will be appointed for next 6-12 months and help navigate through potential consolidation and budget cuts

iii. Beverly and her advising group have vetted the candidates for interim, and are discussing how to move forward with a finalist

f. Bluefox presentation – David Weaver of UAA Housing & Kari Sellars of NMS

i. UAA issued a competitive bid for dining contract about 12 months ago

1. As a part of this, a consultant was hired. The consultant was frank about what UAA did well and what they did not do well in past contracting processes

2. With the advice of the consultant, put out an RFP for bid. NMS was the successful vendor

ii. Part of the NMS proposal is a system called BlueFox.

1. BlueFox is tech that places sensors around public spaces which anonymously collects cell phone pings. There are 14 sensors around campus

2. This is a $60-70k investment for the sensors and software

3. The plan is to install the sensors in innocuous spaces, in a FERPA compliant way, to tell us where students are when

4. The data will be used to help adjust facility hours, id where we can place mobile snack carts

5. Not only does it tell us where people are when, users can opt in and have text messages pushed to them about specials, food truck rotations, pop up and special events, and other things of interests. Users would only get messages when walking past a sensor

iii. Other departments are interested in the heat map, and ability to send text messages

iv. There has been a lot of discussion about the system, ensuring it works with our systems and doesn’t interfere with existing system, is FERPA compliant, and secure

v. Anchorage campus is changing so rapidly. Departments moving, athletic events on campus, student occupancy on campus is down 16% this year. The BlueFox system is an opportunity for us to have a baseline and help drive us to better service on campus
vi. Is the system in place already? How can we tap into the tool?
   1. The sensors are up in areas with eating establishments, but silent. They are not sending out notifications yet
   2. The data comes to David and IT

vii. How can departments look at the data?
   1. David can provide this information, maybe via a weekly report to interested departments

viii. Who controls aspects of the messaging?
   1. Primarily used for food marketing for NMS, and can help departments do notifications for events, etc.
   2. Messaging will not be available for sale. It is not a revenue source, and is solely focused on the UAA campuses

ix. A suggestion was given to develop policy on how to accept requests for messages

x. Do you require opt-in to be limited to individuals UA authentication
   1. No – the system works for all visitors on campus

xi. How tight is the proximity
   1. About 100 feet to 250 feet from the sensor if nothing is blocking the sensor

xii. Have you thought about the implications in the long-term to link the data to student data?
   1. A note that we can track students on their log-in to WiFi separately. There have been efforts to use this data in the past. This is not a new issue

xiii. Does UAA pay for this or is it a service provided by NMS
   1. The university will own and manage the system. We will own it outright at the termination of the contract. The cost is amortized over the life of the contract

xiv. Do you see this used by UPD in any way?
   1. Very likely. Data could help inform when and where officers need to be present

xv. With the budget considerations, are you talking to UAF or UAS about sharing this tech?
   1. It is an oligarchy – there are three big players. UAA, UAF, and UAS all use separate vendors.
   2. Housing looks at BlueFox as more a pilot at UAA, which can help identify if we can do better with our capture rate and hours of operation

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STF Budget Draft – Adam Paulick
i. Projected student fees are down

ii. Idea behind the proposed budget is to hold supported areas funds flat as much as possible. Supported labs have been zeroed out
   1. Supported labs, which are ran by individual departments, provide their labs to general use.
      a. These labs could receive additional funds at certain times and regular equipment replacement as a part of the Supported labs program. Labs have to meet certain usage rates to stay in the program
      b. We have a one-year reprieve on equipment lifecycle costs for Supported labs. With a number of labs being decommissioned, we can use their machines to refresh equipment in older supported labs
      c. Departments are making decisions about refreshes for their labs. We need to notify them, at least by spring, what the plan is for the labs
      d. Facing dwindling revenues, this seemed like an area we could address
   2. There have been discussions in IT about the use of the labs, and the benefit of putting student fees towards labs
      a. IT has been doing pilots with the College of Engineering on virtual labs, which are available anywhere on any device
   3. Departments can request usage of the 80 computers from the decommissioned labs
      a. First in line will be labs needing a refresh
      b. The equipment is brand new, some of which was purchased to replace equipment damaged in the November 2018 earthquake

iii. Question on what are recycle fees are for computer equipment
   1. With every purchase of computers we make Dell gives us a credit. We have a large credit with Dell for recycle fees, which we are working toward drawing down
   2. Because of this recycle fees have been eliminated from the STF budget

iv. Budget will be discussed and voted on at a later meeting

4) New Business
   a. CIO reflections
      i. We have a great organization here
         1. We have something special with our Tech Support Center (TSC) that makes it unique
            a. The TSC has a low turnover of employees
b. Through our metrics, we have notice some interesting trends. We have good customer service, which spreads out to our entire IT organization

b. The work that Pat started to connect with our faculty, deans, and governance groups to develop a positive relationship and creating a true partnership has made a difference
   i. IT feels more supported and connected with Faculty
   ii. We don’t quite have that with students
      1. We have struggled to connect with Students through membership with UTC or in other places
      2. One exception is our student workers. We see our student workers go on to other roles in technology

c. Is IT overall adequately resources to meet its mission?
   i. No, it is not. It is clear that we lack resource because we still have classroom interruptions. There have been discussions with Provost and VCAS about this
   ii. IT has made investment of over $500k in classrooms in the past year
   iii. UAA IT is a of couple percentage points below what other similar institutions are allocated

d. We need transparency on how the 2% network fee to SW is spent. The MAU CIOs should help guide how it can be used

5) Adjourn – 10:50p

Future Meeting Dates:

- November 22, 2019
- January 24, 2020
- February 28, 2020
- March 27, 2020
- April 24, 2020