Minutes from I.T. Council meeting 3/XX/18
Travis Conference Room, Bizzell Memorial Library

Attendees

Patrick Livingood, Co-Chair – Anthropology  
Al Schwarzkopf – Price College of Business  
Aaron Biggs – Provost Office  
Mark Morvant – Ctr Teaching Excellence  
Eddie Huebsch - IT  
Burr Millsap – Administration & Finance  
Chris Cook – CAPS  
Nick Key - IT  
Andrew Fagg – Computer Science  
Elizabeth Pober – Architecture  
Carol Silva – Political Science  
Jeff Boles - OUHSC  
J. Quyan Wickham - VPR

Meeting called to order by Patrick Livingood at 10:30

Minutes approved

• Eddie Huebsch – Audit Report
  - Audit conducted of central IT in 2017
  - IBM auditors gave us a strong review
  - Said there are improvements that can be made, but central IT good at delivering services
  - Recognize that current ERP (Enterprise Resource Planning), HR systems are aging - PeopleSoft
  - IT needs to move to cloud model
  - Maybe deal with in 2020, when platforms are sunset
  - PeopleSoft trying to move people to cloud model

  - Will have to have discussions about cloud
  - Mark- Change to cloud based is a big change, can be almost as big as moving to different vendor

  - Governance models:
    - IT has lots of different governance models
    - Tension between decentralized and policy

  - Question: Is there a need to reduce the number of IT committees?
  - Eddie-Many of the committees don’t overlap
Eddie: One place we are ahead-strategizing
IT not just being inundated with requests, because Departments are prioritizing their requests
15-16 Departments have dedicated staff member

IT not interested in subverting local IT
IT interested in having a relationship with local IT

Patrick: Does this represent a policy change regarding centralization?
Eddie: No. We integrated some units a few years ago
Some colleges have stayed with separate IT shops
We would like to see more resources for collaboration
There may have been a strong push to centralization in 2000s. But a more kinder gentler approach now

Andrew: Computer Science has some specialized needs, but a hard time maintaining staff
Eddie: maybe we need more close cooperation

Eddie: One example of centralization is that there used to be lots of different mail servers. Have collapsed them
Just a few separate networks left
There are consolidation efforts. Mostly at technical level

Eddie Huebsch - Research Storage
IT distributed a consolidated view of storage at the meeting
Available at:
http://www.ou.edu/content/dam/IT/security/Docs/Security_Requirements_for_CloudStorage_Solutions_8-2-17.pdf

Question: I thought DropBox was being OK for HIPAA?
Eddie: Legal has not approved it

Question: Our faculty have had a problem with OneDrive reliability
Other people have raised concerns about OneDrive not syncing

Nick Key - ONE team report
First priority after rollout was accessibility, usability, and support, and performance
We have lots of work into making it not just Accessible, but also enjoyable
More than just ADA compliant
Have improved infrastructure so every new feature build has Accessibility
Performance has been good overall

In the fall we are deploying a redesign of student section
Want to get software feel. Each tool is dynamic
Not just Portal as list of links, more console for engagement with University
Example: Want students to be able to add courses from course search
Goal is to have it happen from same screen

Also making a design system infrastructure, which will let us make changes more easily
Built beta environment in fall
Any major changes will get tested with students

Other thing is that we built an impersonation model. Will allow Buchanan Hall to impersonate a student. So they can view the system
Can help solve a lot of problems
Andrew: Impersonate may not be right word
Nick: Also, this will be a read-only view

Nick: In spring, all account page functions will move over from accounts.ou.edu to One
Will add ability to do recovery using text messages
Will let people get unlock from too many password tries

For the Faculty functions, the design system will get applied to the Employee side soon, so some small changes to look at with navigation
Looking at adding class waitlist management to faculty system
Maybe be able to enable faculty to change cap, or provide override
Al: Could be a problem. That is usually under administrative control
Nick: It will be the beginning of an approval process

Trying to set up consultation for faculty onboarding
Try to dig deeper into what resources need to be delivered
Also researcher onboarding

Carol: Current arrangement is a little confusing – there is a different Resource tab and Fac/Staff tab, with confusing overlap
Nick: that will eventually transition
There was originally some consternation about star system. So we gave them both a try, and are getting feedback
Have talked about using Favorites more effectively-- autofavorite things at certain times
Search in Resource tab is pretty robust

Byron Millsap – Purchasing
Report on various Purchasing initiatives that ITC might be interested in

Bookstore
In process of negotiating with virtual bookstore provider. Cant disclose name
Very extensive competitive process
Includes fan shop component
Will do away with brick and mortar and go totally virtual
Will probably convert space in Asp to Fan Shop
Possibly Boyd to fan shop as well
Concept is for University not to get any commission
Just getting students best price

Chatbot service
We are working with Aaron on that
Competitive solicitation for provider
Offsets burden from frontline support
Looking at providers in education space
Ivy.AI has won bid
Rolling out in admissions and recruitment first
Supports lots of methods-Facebook,text,etc
Can send students videos, PDFs, links
Can send them to a site and highlights text

Student financial counseling
Currently doing competitive solicitation

Identity Protection Service
Thought we had good deal from Equifax
But scandal broke before agreement was signed
Back to second highest supplier

Mobile App development
Developing on-call resources
Vetting capabilities

Digital student recruitment and marketing
Early stages for solicitation, looked at by Glenn Hanson and recruitment

Personalized web content
Signed deal with Evergage
Web Communications team

Nick Hathaway wanted to do solicitation for technology showplace in new building
Was a hot thing a year ago
Has not resurfaced
Not sure it that will emerge again
Budget situation will probably keep it out

Travel Management
Going back out for travel management
This will be service used to book through Concur
- FCM was supplier
- We felt that we got so many complaints
- Imagine we will hear from Anthony Travel, Journey House, Kristofferson
- It can only be one

- Digital signatures
  - Have a contract with DocuSign
  - In a sandbox. 8-10 people in there
  - Done in conjunction to revamp signature authority
  - Past signature authority We worked closely with legal to allow people who sign contacts with third party to bind University
  - Legal developed training program
  - May be able to use DocuSign to move contracts digital
  - Probably just executive level use

- Long time contract with LaserFish for legal documents
- The tool legal relies upon

- Looking to create better service to train and provide support for intra-University transactions -- Concur, Requisition, epaf, Department account reconciliation
- Recommendation to develop a center of expertise to provide better service
- Early stages of hiring manager for that
- Don’t know where they will put them

- Asset Tracking
  - AssetPanda-System to allow to track assets
  - Can track laptops, iPads,
  - Currently internal audit is making this request of units, and this will help service that need
  - Can track anything, even furniture
  - Is just a listing, not an RFID tag or something similar
  - Can scan barcodes

- AI: Identity protection will be big deal. How widely will the benefit be available?
- Contract will not cover students or retirees

- Mark Morvant – Digital Bookstore
  - I have been involved in bookstore facilitation
  - Have talked to many Universities for advice
  - This will not just be to purchase digital goods – instead think Amazon
  - Can get physical and digital assets
  - And also has a student-to-student marketplace

- Fan Store will have online presence
Problem with old bookstore arrangement was that customer service was poor, book prices were not going down, and OU was not getting benefit

- Free books are a URL on the site
- Coursepacks can be sourced locally, or build one and do print on demand
- Will work to do copyright