Goals for the Year

In first meeting of the year, ITC discussed that there was little interest in attempts at major policy rewrites this year. However the group felt that IT was making organization decisions without the input of ITC and therefore policy was being decided by default. Faculty and students clearly needs to have a voice and that is a role to be served by ITC. We deeply believe that IT would benefit, as would OU, if such input is provided, and shared with ITC, via various vehicles such as focus groups. The co-chairs (Patrick Livingood and Carl Grant) met separately with Loretta Early to discuss the concerns. This year, major projects such as the Portal replacement did involve much broader input from ITC and others, and represents a positive model.

Classroom Scheduling

Mark Morvant reported working on the classroom scheduling problem. The current software system is very slow and only accessible to a few. He has identified another software system that is more responsive and would make classroom scheduling functions available to more users across campus.

Office 365

Jaralyn Woodall, Eddie Huebsch, and others reported on the transition to Office 365 that took place over 2015-16. Email storage has been increased to 50 GB. IT has developed articles on ask.it.ou.edu on how to migrate different devices and software. New system uses an alias rather than 4+4 login.

ITC member Chris Cook noticed in the spring that there was a message in the configuration options for the Office 365 email that users should consult the OU Email Retention Policy. It was confirmed that there was no such policy, and the message was changed. This prompted a discussion with OU Legal about the rules surrounding email use (see below).

Under Office365, deleted emails are kept for 30 more days. Users who manage sensitive data that are supposed to be retained longer are responsible for maintaining it.

Security

ITC received a report from Ken Kurz on ITC’s current security capabilities. IT currently scans ingoing and outgoing emails for some types of threats, including viruses and sharing of credit card and SSN. IT is looking into deploying more inspection of traffic to extend monitoring and security to IT resources other than just email. Some of this is currently already taking place with firewall intrusion detection.

IT has concerns that certain threats like those of the malware at Sony might not be preventable with current system. Current lack of ability to detect breaches or detect if vulnerable data is moving in or out. IT currently stores logs about network traffic. Would ideally like to move towards storing packets for 7
days or so. Intent is not to take action unless HR or Legal instructs them to or if software alerts them to possible threats.

**Portal Replacement**

Eddie Huebsch and his team presented to ITC several times. The software supporting Ozone is no longer supported, so a replacement is necessary. The goal is not to simply re-skin oZONE but to use this as an opportunity to dramatically improve the user experience by focusing on personalization. The system should be informational, highly functional and timely to increase student’s access to OU resources and programs with the goal of saving them time and keeping them on pace to graduation. The project scope will ultimately include updating the faculty, advisor and staff user experience as well.

Throughout the year the team presented updates on the current system, including mock-ups of interface. The initial deployment will focus on making better user experiences for students to interact with financial aid, enrollment, and advising.

A steering committee was created which includes the chairs of ITC and various interested parties across campus. Progress has been rapid and a minimal product launch is scheduled to be in time for fall 2016, with more features to be added over time.

**Data Governance**

Members of ITC also sit on committees related to Data Governance on Campus. Carl Grant sits on the Data Governance Coordinating Committee (DGCC), founded in Fall 2015, which is charged with creating a more formal system of data governance on campus. Patrick Livingood sits on the Data Access and Reporting Team (DART), founded spring 2016, which reports to DGCC. This committee provides support of data and reporting initiatives on campus. Patrick Livingood has been especially involved in pushing for better reporting tools for faculty on student data.

**Identity Management**

Dave Shields presented to ITC on efforts to replace the Identity Access Management (IAM) system on campus. This is the system that handles verifying login credentials.

According to Dave Shields:

“By implementing a modern Identity and Access Management tool at OU, the University will be able to provide a faster, more effective way to create new accounts, change account access, terminate access and reduce the amount of wait time for students, faculty and staff to get the tools they need to succeed. Additionally, the use of a modern IAM Platform will allow OU to reduce the risk of security issues by providing effective tools to determine potential security violations before they happen. Lastly, the tool will allow the university to create an audit trail of activities that occur in our technological resources that is nonexistent today; this will aid in compliance and regulatory matters.”

The new system will eventually allow for a single sign-on for OU services and allow more complex and granular permissions and could also allow multi-factor authentication. This would also permit things like guest access, say allow for a guest to use Facebook or Google+ credentials to grant access to certain Library resources. An IAM roundtable has been meeting. They developed use-cases and evaluated
possible commercial solutions. NetIQ was the highest scoring system. ITC expressed concerns that it had not been consulted earlier in the process, especially for development of use cases. Dave Shields shared the current documentation with ITC. ITC followed up with questions to ensure that care was being taken in the roll-out to not disrupt other systems and that the academic calendar was being considered.

Learning Management System

Mark Morvant presented on the Learning Management System on campus. OU currently uses Desire to Learn (D2L). In 2014, OU did a study of LMS options, mostly between D2L and Canvas. Online instructors favored D2L and students and large courses preferred Canvas. The decision was made at time to stay with D2L through Summer 2017, and to add top tier 24/7 support for D2L.

As of this semester, needs have changed. Data integration is essential and mobile has increased in importance. Looking at Canvas as replacement, which has a revamped UI, enhanced analytics, rubrics, a new quiz and grade module, and peer-grading and anonymous grading. Canvas has open data standard so we can access our own data, even if it is hosed on cloud. Canvas has increased implementations at peer universities; 32% of Top 25 schools on Canvas; 30-50% of Top 5 Conference schools.

Canvas appears superior, and in April 2016 the decision was made to begin transitioning to Canvas in Fall 2016. During the 2016/17 academic year, both Canvas and D2L will be used and then D2L will be retired.

Academic Tech Expo

Mark Morvant discussed next year’s Academic Technology Expo. There is a desire to add a workshop component either before or after the event so that people can drill deeper into subjects that will be discussed at the Expo. We would also like to use the opportunity to showcase some of OU’s new spaces such as the Innovation Hub. There was a discussion regarding the best date to hold the Expo and it appears that there is no better time than the current January slot but we may need to adjust it based on the Martin Luther King holiday.

OU Legal

James Murray and Caleb Muckala from OU Legal office presented to ITC on the intersection of law and IT, especially as it relates to email. They stated best practice is to retain any email related to state business for 3 years. Exceptions exist for certain administrators, if there is a legal hold, or if the employee determines it needs to be kept longer. Emails that are forwarded or involve state business that is conducted on private email accounts are still subject to state laws and can be subject to discovery.

There are several main legal avenues by which emails can be accessed. In an Open Records Act request, the requesting party must provide name of individual whose emails they want searched, a timeframe, and keywords. Open Records will then contact person involved. All subject emails are reviewed by an OU attorney. Among other things, they review it because the Open Records Law stipulates several exceptions such as personnel records, donation records, research records, and privileged communication. The attorney also redacts personally identifiable information. Before distributed, it is reviewed by another attorney. The threshold for an open records request is any state business.
Another method that emails can be accessed is during litigation. The threshold during litigation is any non-privileged data that is relevant.

A third method discussed is an Administrative request. An administrator can request to review emails of someone at OU, but there is a high bar and several checks are in place. The request must come from a supervisor, Dean, Provost, etc. A higher executive officer (Department chair, Provost, etc) is immediately involved to see if there is a legitimate business need. Generally with faculty it involves students. The example provided is when a faculty member has died and the Department needs to access grades and correspondence. Another example mentioned originated with a student complaint. The review is limited to business functions. OU Legal stated that faculty do have an expectation of privacy, but since these are state resources and public servers, the expectation of privacy has limits.

*IT System Improvements and Changes*

IT presented on a new, better method for accessing information about IT resources. The site is at [http://itscnorman.ou.edu](http://itscnorman.ou.edu)

IT also deployed a new system for handling support, including a chat tool accessible through the website. OU IT is averaging 117,000 customer support interactions per year via phone, tickets, and walk up. OU IT is increasingly using social media to support campus users. New services to be rolled out in the coming year will give our support representatives better customer relationship management (CRM) capabilities and an improved software catalog.

IT has also created a new dashboard to help provide information about current system outages. People can elect to get notifications about outages.

*Password Policy*

The Password Policy voted on from ITC in Spring 2015 was discussed in Faculty Senate this year but not voted on. It is hoped it will be revisited in Faculty Senate in the fall.

*Chair Election*

Patrick Livingood was elected to chair ITC for the 2016/17 academic year.