Minutes from I.T. Council meeting 3/21/16
Travis Conference Room, Bizzell Memorial Library

Attendees
Patrick Livingood, Co-Chair – Anthropology
Carl Grant, Co-Chair – OU Libraries
Chris Cook – CAPS
Aaron Biggs – Provost Office
Boris Apanasov – Mathematics

Mark Morvant – Ctr. For Teaching Excellence
Stephen Crynes – University College
Elizabeth Prober - Architecture
Sunny Lee - Communication

Eddie Huebsch – OU IT
Justin Davis – OU IT
Ken Kniskern – OU IT
Christina Foster - OU IT
Jeff Holmes – OU IT

Meeting start: 10:35 am

• Jeff Holmes, IT Service Catalog
  ◦ The IT Service Catalog which is a new, better organized way to access IT Services.
  ◦ The URL is: http://itscnorman.ou.edu/#. At the site you can get help and find information on all types of IT services and how to access them.

• Ken Kniskern, IT Service Desk Chat Support
  ◦ Provided a demo
  ◦ This allows the campus community to directly interact with a support technician without having to call or enter a ticket.
  ◦ If a ticket needs to be generated, IT has also streamlined that process by simplifying the user interface so that faculty/staff can request help without having to go into an unfamiliar system.

• Christina Foster, the new dashboard that shows system uptime/outages.
  ◦ Another new service allows faculty/staff/students to subscribe to receive text alerts when a system is experiencing an outage. You can view the dashboard and sign up for alerts here: http://alerts.ou.edu/.

• Ken Kniskern shared statistics on the amount of calls, traffic, and tickets to IT Support
  ◦ The OneU Store leads the way with the most walk in traffic.
  ◦ 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. There is the possibility IT will partner with other departments to share some of the capabilities of our new systems. This worked well with AsktheSooners.

• Eddie Huesch, Portal Replacement
  ◦ Announced that the oZONE portal replacement team had formally selected the name “One” for the new portal. We will show wireframes at the next ITC meeting for review.

• Mark Morvant, Academic Technology 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.

• Patrick Livingood, Data Access and Reporting Team
  ◦ Patrick gave an update on the Data Access and Reporting Team.
  ◦ He would like to see a simplified method for accessing data for faculty/staff. Mark concurred.
  ◦ Patrick asked for volunteers for the Cognos Subteam of DART that will be discussing campus training. Patrick said he had some ideas for a Faculty Dashboard.
  ◦ Aaron and Eddie will follow up as we move forward with the faculty component of the oZONE replacement project.

• Chris Kobza and Chris Cook, Office 365 Mail retention
  ◦ There is discussion regarding what the campus policy will be.
  ◦ Currently items are stored for 30 days after deletion. Users can establish their own retention policies in Office365.
  ◦ Current users are responsible for sensitive data.
  ◦ Once a user deletes something, under current system, kept for 30 more days.
  ◦ Office 365 can keep things longer, up to 3 years can be possibility.
  ◦ Someone from Legal may be asked to come to ITC and give an update. James Murray was mentioned as a possible contact in Legal.

• Mark Morvant, Canvas LMS
  ◦ Mark Morvant said that they would be hosting 17 more town halls to discuss a potential transition to the Canvas LMS.
  ◦ There has been a lot of good discussion.
  ◦ Concerns are primarily around the work required to migrate courses and data retention, the ability to carry over old course data for reference.
  ◦ There will also be a push to utilize Kaltura (Mymedia) for video storage and delivery instead of saving videos in the LMS.

• Chris Kobza, email attachments
  ◦ Announcement that we are currently blocking malware/ransomware attachments. This could cause some complaints due to impacts on certain file types but we have other ways to facilitate the transfer of files including OneDrive, Dropbox, and PostIT.

Meeting adjourned at 11:30