



Minutes from I.T. Council meeting 3/XX/18

Travis Conference Room, Bizzell Memorial Library

Attendees

Patrick Livingood, Co-Chair – Anthropology

Aaron Biggs – Provost Office

Eddie Huebsch - IT

Chris Cook – CAPS

Andrew Fagg – Computer Science

Carol Silva – Political Science

J. Quyan Wickham - VPR

Al Schwarzkopf – Price College of Business

Mark Morvant - Ctr Teaching Excellence

Burr Millsap – Administration & Finance

Nick Key - IT

Elizabeth Poer – Architecture

Jeff Boles - OUHSC

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
- AI: 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 contracts 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