IS Community Meeting
June 21, 2011
2-3:30 pm
129 McKenzie

Don Harris, Vice Provost Information Services and CIO

- New Employee Introduction:
  - Leo Clark, Server Virtualization Lead, Systems and Operations, Information Services
  - Gary Sullivan, Director of Information Technology, Architecture and Allied Arts
  - James Lewis, Information Technology Consultant, Architecture and Allied Arts
  - Chris Wiesemann, Systems Administrator and Network Analyst, Lundquist College of Business
  - Brandon Harvey, Enterprise Systems Integrator, Information Services
  - David Walton, Enterprise Systems Developer, Information Services
  - Travis Shea, Enterprise Systems Integrator, Information Services
  - Gunawan Darmadi, Enterprise Systems Integrator, Information Services

Micah Sardell, Associate Director of Systems and Operations, Information Services

Data Center Remodel: The remodel continues to move forward and has moved to the new production power distribution with one full outage and one partial outage. The new system is online and can accommodate very high densities. The design is still being fine-tuned as it is a much more flexible resource and able to meet researcher needs as well as accommodate equipment for future needs of campus.

MS Exchange 2010 Project: The build out of the custom environment is in progress and best practice and performance indicators and being focused on. Functional and performance testing has also been completed with documentation phase remaining. The next project milestone is in late July. Pilot users, consisting of campus AD and exchange administrators will be migrated this summer as well as key users who are willing to explore this initially without technical support. The next stage begins in August. David Bartlett, Dylan Wiggins and Francisco Gray have been working diligently to keep this initiative on task.

Mike Andreasen, Vice President of University of Development

Campaign: (Mike gave his background on his work history, business school, UC Santa Barbara, and then he came to UO a year ago) The last campaign positions us to move forward. He is worried that we are doing this campaign every decade. This may cause Donor fatigue and no sense of urgency. We are in campaign planning and have not made the decision as to when to start the clock. The last campaign we finished in 2008, proved that we can get really big gifts. There are two fundamental things that we need to think about. First, we have to be out visiting
more donors, around 15-20 visits a month. Second, our professional commitment, we are going to empower the schools and colleges to lead the fundraising effort, not to follow. We continue to remind the deans that this is their campaign, they have been aiming low, and there is a direct correlation around how much time they put into this, their entire external focus, and the amount of money we raise. Development officers need to be out and about. We are in the process of identifying a five year budget model based on cost per dollar raised. There are a few questions that we need to ask. First, where is the school going in the next 10 years? Second, what is the role of private gifts? Third, we need to have students, faculty, programs and facilities write down goals. There is an 8 year period beginning in 2011 to 2018 and we need to decide the amount of money we want to raise. The budget is almost done and the early priority setting is underway. We are hiring 12 development officers, 110 people working in development and $100 million a year is being raised in gifts.

Questions:

- Tony – Are you considering the tech base or services to student base within the fundraising?
- Mike – To the extent that a school or college might have that as a goal, yes.
- Tony – There a lot of things done centrally that can be fundraised for. When we are out raising money, in the governance proposal, is this part of your fundraising?
- Mike – Assuming we are successful in our governance proposal and state agrees to it, and we then match. We would have to raise unrestricted endowment money. With that interpretation we might look to a handful of extraordinary gifts. Another interpretation might be to look at anything that is academically endowed. Or we write legislation that all gifts count in some way toward a match. How that would drive out we do not know. Those are the three scenarios that would have to be figured out. Comparing structurally how to respond to that, whatever happens, the exercise of this knowledge is what we have to go through. The academic plan for example is important and we have to look at it.
- Helen – The Honors College does not have an IT director, in this room there are a number of IT directors whose other areas that need focus and help but do not have any representation and talking to them about this, what about those whose deans are in that. How can they integrate technology?
- Mike – If IT doesn’t follow traditional lines how does it become a priority? We will have to be diligent and it is my hope that we can have a dialogue about it.
- Brandon Harvey – How do you distribute the load among the target and what if any social media do you use to do that targeting?
- Mike – We have an AVP who is in charge of the schools and colleges. Carole Daly works with Annual Giving as well as with regional gifts and special gifts. There are those that work with gift planning and estate planning, and there are 20 people in operations allowing the rest of us to be out in the world. We have also discovered that with e-fundraising there is an important link between development and the alumni association.
How is staying connected with the UO relevant to the Alum? Why would I stay connected to this? We know the more engaged you are the more likely you are to give.

- Don – Data security is important and it is key to know who is accessing the donor database and who is working with this data.
- Mike – There are a couple legal questions. How do we discuss, triage, and collect the information? Beyond legal, if we have to inform our donors that their information may or may not have been compromised, we have a real credibility issue on our hands. There are procedures to follow and we are doing that in a collaborative way with the foundation. We need to make sure we are not cutting corners.

**Susan Hilton, Director of Enterprise Administrative Applications**

**Data Warehouse Project:** This been relabeled Enterprise Reporting and is moving forward. The vendor, Information Link, will be providing project management, assessing user needs and other things as well. We are also working with system storage and IRE to size up the data warehouse for the reporting project.

**Operational Data Store and Enterprise Data Warehouse:** Policy and procedure changes will be identified. We will be using Cognose to help identify those that are needed. New hardware has been purchase to replace the administrative hardware.

**Other Issues:** We have fallout from the upgrade of document imaging and Banner 8.4 and will be focusing on applying that. We also need to get new hardware to replace the Blackboard data base servers.

**Tony Saxman, Interim Director of Telecommunications and Network Services**

**DAS project:** We have distributed the antennae services. It is a collaborative cellular project being led by Verizon with AT&T and INGmobile. This will significantly increase the coverage on campus. We are close to having this finalized and complete.

**Helen Chu, Director of Academic Services**

**Software Distribution Page:** There is a preview of the software distribution page located on the IT website. People can authenticate and get software there that they would have had to come and get previously. Labstats are available for all IS labs, students, or anyone else that might need to check the availability of a machine in a lab and find where software is available.

**Digital Signage:** It is coming soon and the vendor that was chosen as the standard for the University of Oregon was Four Winds Interactive. You will be able to buy the software that will allow them to remotely provide the information and IS will then post it to the central conference server.
**Vidyo:** This is a videoconference enhancement that extends the standard space videoconference to desktop. It is a higher quality, more reliable version of Skype. We have funding for two years of a partial FTE. Thanks to the CIO, VPFA and Provost, we have funding for 2 years of a partial FTE to take care of the hardware and software as well as all the initial hardware and software purchase for the campus.

**Numbers:** We have accepted about 6100 new freshman transfers. Of those, 46% have claimed their DuckIDs. We have expanded the claiming to include international students, transfers and are disconnecting it to the tight ties with introduction. We are working with the Admission’s Office to use their databases to send the email invitations. Hopefully that means a better DuckID claiming experience. We are also working with the Grad School to improve our success.