Summer IT Community Meeting  
July 17, 2012  
2:00-3:30PM

New Staff Introductions

Susan Hilton introduced new staff in Enterprise Administrative Applications:
   Joel Butler, Enterprise Data and Reporting Manager
   Jeff Van Horn, Enterprise Applications Manager
   Teresa Owen, EDR Team
   Brock Lampman, EDR Team (absent)

Micah Sardell introduced new staff in Systems and Operations:
   Mark Messenger, Microsoft Exchange Administrator

Tony Saxman introduced new staff in Network and Telecom Services:
   Bruce McCarthy, Communications Software Specialist

Tom Akers, Directory of IT for Psychology, introduced himself to the group.

Guest Speaker: Roger Thompson, Vice Provost for Enrollment Management

Roger began by recognizing colleagues present that also served on the CIO Search Committee (Andrew Bonamici, Helen Chu, and Noreen Hogan) and thanking all involved in the process. He and other members expressed that it was a strong pool, a strong search committee, and they met their goal of providing a variety of options to the Provost.

Roger moved on to explain the ongoing CRM (Constituent Relationship Management) project that began in the summer of 2011. In January 2012, the UO made the decision to purchase the Talisma product (www.talisma.com). The contract was finalized in June, and as a part of the budget he campaigned for positions to be added to Information Services for support.

The Talisma product will allow the UO to do personalized and customized communication to individuals, including email campaigns, web forms, letters, chats, visit management, and many more functions. Other schools using Talisma include Arizona State, University of Alabama, Florida State University, Indiana University, Kansas State, University of Ottawa, and University of Nebraska-Lincoln. The key goal of implementing CRM is to improve efficiency and delivery of services and be more strategic in our communications.

The project kick off will be September 2012.
Results of IT Program Review Recommendation

Helen Chu announced that as a part of the Provost’s charge to the UO Libraries and Information Services, 4 positions from Information Services will be transitioning to the Library (Helen Chu, Scott Austed, Jesse Sedwick and Doug Simpson). Helen emphasized that this was a positive move that would strengthen relationships.

Updates from Information Services

Enterprise Administrative Applications
Susan Hilton:
1) EAA is working to install UO and OUS mods to Banner. The upgrade is planned for August 11-12.
2) UO has moved on to the next phase of the IDR project. The IDR Steering Committee is identifying a core group of Finance report writers that will work closely with IS to put Cognos through its paces, beginning with training in early August. The goal of this phase will be to test the product, address performance issues, and train key users so that they can return to their offices and train others. In addition, the steering committee is looking at licensing and roles for campus users as well as evaluating ongoing, scalable and sustainable training options for the UO.
3) EAA will be posting a developer position (Enterprise Systems Integrator) soon.

Noreen Hogan:
1) EAA is over a month into reworking the Identity Management (IDM) system. The Sun Oracle solution is going to be retired and UO will be moving to Trident HE. More information about the administrative interface will be available at the end of the year.
2) Resource25 was upgraded early in the morning of July 17, as well as 25Live. There has been a significant performance improvement with this upgrade.
3) There is an open position for an Enterprise Systems Developer in the Middleware Group. This position is currently posted on the HR jobs site.

Academic Services
Helen Chu: No further updates

Network and Telecommunications Services
Tony Saxman:
1) Equipment has been ordered for the Distributed Antenna System (DAS) for campus. In a few weeks installation of the temporary head-in at Matthew Knight Arena and the Knight Library will take place. UO should see a significant increase in cellular coverage with this temporary head-in. Search for a location for the permanent head-in continues. Completion of this project should give at least 90% coverage in all buildings and at least 95% coverage in all open spaces on campus.
2) Telephone System Update: NTS is looking at the current UO phone system and contract with Avaya, and investigating other options and services. It is still very early
in the process, and there will be many more discussions involving other across campus as this continues.

Systems and Operations
Micah Sardell:

1) Microsoft Exchange: There are 3,092 accounts in Exchange 2010 now with 78 accounts remaining in Exchange 2003 (most of which are abandoned accounts or room accounts). IMAP users can be migrated as well, and early issues with mail bouncing during migrations have been addressed. The Exchange/AD Stakeholder Meetings will be revamped, with and internal and external meetings. External meetings are open to any IT professional supporting Exchange. If you’d like to receive an invite to the meeting, please contact Jeff Jones (jsjones@uoregon.edu).

2) Systems is working on a multi-month project to upgrade the backup environment to CommVault. The backup environment has been restructured to provide services to campus. The third phase, which is scheduled for the end of summer/early fall, will extend backup services to campus departments.

3) IPv6 is supported for UO applications, including the website and webmail. If you experience connectivity problems, first look at IPv6 troubleshooting. Systems is working with NTS to identify workshops that may be useful for IT staff.

4) Construction is moving forward on the Allen Hall Data Center. The project is currently in the bid submittal process, and staff is reviewing information and equipment lists to ensure specifications for the facility. A working group is meeting to develop guidelines around who will have access and how to prioritize requests. Occupancy is expected as soon as Fall 2013.

5) Systems is working with a VMware cluster of over 600VMs to provide UO Cloud services. They are looking into better ways to provide additional features, such as weekly backups. As more information develops, it will be announced to the IT Community.

Updates from other IT Groups

Tony Herrig from Enrollment Management encouraged staff to go to the Talisma website to view the CRM product.

Final Announcements

A memorial service for JQ Johnson, a long time UO IT employee in both Information Services and the Library, will be held on campus Monday, July 30th at 3:00PM in the Knight Library Browsing Room.

Next Meeting

Our next meeting will be after the arrival of Melissa Woo, who starts on September 3, 2012. Details will be distributed at a later date.