# 8.12.14 IT Directors Meeting Notes

**IT Directors Meeting:** August 12, 2014  
**McKenzie Collaboration Center- 175 McKenzie**

<table>
<thead>
<tr>
<th>Voting Member</th>
<th>Area Represented</th>
<th>Present (Y/N)</th>
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<tbody>
<tr>
<td>Melissa Woo (Meeting Facilitator)</td>
<td>UO Campus Technology Council Liaison &amp; Academic Affairs</td>
<td>Y</td>
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<tr>
<td>Shandon Bates</td>
<td>Business</td>
<td>Y</td>
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<tr>
<td>Dennis Bishop</td>
<td>Law</td>
<td>Y</td>
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<tr>
<td>Jim Bouse</td>
<td>Enrollment Management</td>
<td>N</td>
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<tr>
<td>Sara Brownmiller</td>
<td>UO Libraries</td>
<td>Y</td>
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<tr>
<td>Chris Butler</td>
<td>Athletics</td>
<td>Y</td>
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<td>Guy Ekelberger</td>
<td>Music and Dance</td>
<td>Y</td>
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<td>Garron Hale</td>
<td>Arts and Sciences</td>
<td>N</td>
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<tr>
<td>Kevin McGlinchey</td>
<td>Campus Operations</td>
<td>Y</td>
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<tr>
<td>Tim Miller</td>
<td>Finance and Administration</td>
<td>Y</td>
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<td>Cleven Mmari</td>
<td>Student Affairs</td>
<td>N</td>
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<td>Ryan Stasel</td>
<td>Journalism and Communication</td>
<td>Y</td>
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<td>Gary Sullivan</td>
<td>Architecture and Allied Arts</td>
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<td>Kevin Williams</td>
<td>UO Advancement</td>
<td>Y</td>
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<tr>
<td>Jeff Woodbury</td>
<td>Education</td>
<td>Y</td>
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<tr>
<td>Kristin Smith (ex officio, note-taker)</td>
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<td>Y</td>
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**Guests:** Sara Stubbs, Tim Clevenger, Tobin Klinger, Zack Barnett, Patrick Chinn, Noreen Hogan, Mark McCulloch
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<th>Topic</th>
<th>Discussion</th>
<th>Action Items</th>
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| UO Web Direction- Tim Clevenger | - Tim Clevenger spoke about the new branding initiative at the UO designed to elevate campus visibility and improve the university’s web presence. UO is working with the marketing firm 160over90 to form a branding and engagement strategy. The campaign will include television commercials to air in October, a new UO homepage on the web, and other PR to tell the story of the UO.  
  - The new web presence will provide consistency from the home page through enrollment management, advancement, etc. with the hope of providing a more customized user experience.  
  - 160over90 spoke with many groups and individuals on campus. Some of the themes they heard included the misconception that UO is more expensive than its peers, there is a sense of optimism on campus, people identify with being “Ducks,” and there is a sense of community on campus. They also found that UO does not have as many silos as many larger universities.  
  - Traffic through websites on campus is distributed and does not necessarily flow through the UO homepage. Would like to have the UO homepage be the front door, for a more unified feeling and a great first impression.  
  - The goal right now is to market the university, not necessarily change web administrative applications and services. There needs to be a balance between internal users and the outside facing web presence, the user experience. There are currently no tracking conventions to obtain better analytics on web site usage. It would be convenient to implement single sign-in more broadly on campus. | - IT Directors to help promote the web presence on campus.                                                                                       |
| Updates                    | - Sara Brownmiller:  
  o There is a new Dean of Libraries, Adriene Lim. Possible guest at an IT Directors Meeting.  
  - Sara Stubbs:  
  o Workflow RFP committee will have demos in September; IT Directors will receive an invitation.  
  o There is a meeting with Adobe on 8/13, will include PCS. The pricing offered by Adobe has been extended until 8/22. The deployment plan includes a webinar and training course for those doing installs in labs; will be notified once the contract is signed. | - Melissa to ask Adriene Lim to be a guest at a future IT Directors Meeting.                                                                   |
Patrick Chinn:
- The Distributed Antenna System (DAS) deployment is moving forward. Verizon and AT&T are looking at campus cell coverage. On 8/18 Verizon will conduct a campus survey of cell signal strength; they may need access to larger rooms on campus. A message will come from either IS or Facilities.
- ITSM: Change Management training for IS staff is next week.
- Service Catalog: The catalog is currently being evaluated by IS staff, and will be shared with the IT Directors for review next.
- Incident Management: Currently training IS staff on an interim process. An IS working group has started to work on a more formal incident management process.

Noreen:
- Exchange Service Proposal: Looking to address issues that have been reported by campus IT directors during onboarding/offboarding employees.
  - Would like to allow Exchange administrators to request access up to 2 weeks in advance of a start date, but the person's information isn't in Banner yet. Allows IT professionals to prepare Exchange email accounts prior to a new employee’s first day.
  - OU placement: Keep departing employees in their OU until off-boarding is complete. Looking at potentially providing a report that Exchange administrators can run to check if someone’s access is going to change any time.
  - Exchange Auto-Provisioning: Looking at this, could be done at the same time as the OU placement.
- The IT Directors approved the service proposal. A number expressed appreciation for having these changes proposed.

VDI - Shandon Bates
- LCB is moving 120 desktops to VDI. These will be used primarily for labs and classrooms, hope to eventually go to a BYOD system for students. Would allow students with their own devices access to the desktop, on or off campus, on or off hours. However, there is no after-hours support at this time.
- The storage platform is the same used in the pilot, VM-ware view and Net App storage. Will be hosted in the Data Center, will eventually be able to support 500 basic users.
- What are other units’ plans within the next 1, 3 and 5 years?
- If site licenses for software are needed, Sara Stubbs needs to be involved because

All:
- Email Shandon with follow-up if you are interested.
| Short Term Job Swap | • Micah Sardell and Sara Stubbs are swapping jobs beginning 9/27, for fall term only. This is a professional development opportunity for each of them, and will provide back-ups for each of their current positions. Staff in each of their groups are supportive.  
• Micah will continue his work with the Allen Hall Data Center, and Sara will continue her work with the Enterprise Content Management RFP. They will identify the projects that won’t be swapped.  
• If the plan is not working, they will switch back to their permanent positions.  
• They hope to track their experiences via a UO Blog site, and perhaps develop an EDUCAUSE presentation on the experiment. IS is looking at other pairings within the department for similar short term job swap opportunities.  
• Is there interest in job swaps between central IT and people in other units? Swaps between distributed IT units? |
| Blackboard Connect Notification | • Discussed use of Blackboard Connect text message notification for use during major service incidents, including incident status changes and resolution.  
• Patrick has set this up for IT Directors; in order to use the service one must sign up through a self-registration portal. Decision was made that Directors would be informed of major incidents, status changes, and incident resolutions, for services on the Service Status site. Be prepared, messages will come at all hours. The messages received will be for IT Directors only.  
• There is no cost to us right now, it is provided through Emergency Management.  
• The service can be used to push messages to sub-groups, but there is a concern about too many text messages resulting in text message “burnout.”  
• The university needs to look at messaging to campus at an enterprise level. Emails are not being seen, and we need another way to communicate. |
| Miscellaneous | • Concerns were raised that although training has been provided on Courseleaf for those in academic areas, IT professionals don’t appear to have been brought into the loop. As IT professionals are often the first that faculty turn to, it would seem prudent to provide some level of training (even if it is to make IT professionals aware of where to refer others). Those who would like to follow up regarding Courseleaf should contact either Ruth Keele or Scott Skelton.  
• September meeting date may change, as CISO interviews will be taking place  
• Melissa: Speak with Doug Blandy about training for IT professionals for Academic Affairs-initiative |
Next Meeting: Would like to see a demo of CRM, Jim Bouse.

Recorder: <klsmith>