



AGENDA

FOR THE MEETING OF THURSDAY, APRIL 10, 2008

HELD IN THE DUMKE BOARD ROOM, ECCLES BROADCAST CENTER

		PAGE #
	WELCOME AND INTRODUCTIONS Joyce Mitchell	
I.	APPROVAL OF THE MINUTES February 14, 2008	ACTION
II.	IMPACT OF IT ON HIGHER EDUCATION (follow-up: student clickers and access to student directories) Steve Hess	DISCUSSION
III.	PRESIDENT YOUNG	DISCUSSION
IV.	WIMBA DEMONSTRATION Corey Stokes	INFORMATION
V.	INSTRUCTIONAL COMPUTING FUNDS FACULTY UPGRADES E-CLASSROOM FUNDS	ACTION
VI.	ELECTRONIC PERSONNEL ACTION FORM Kevin OKeefe, Phil Johnson	INFORMATION
VII.	UNIFED PORTAL EXPERIENCE Jessica Stokes, Jill Brinton, Mindy Tueller	INFORMATION
VIII.	FACULTY ACTIVITY REPORT WEB CONTENT IMPROVEMENT Paula Millington, Jill Brinton	INFORMATION
IX.	LAPTOP PROGRAM Craig Bennion	ACTION
X.	PRODUCT MANAGEMENT Kevin Taylor	ACTION

Next meeting is scheduled for June 12, 2008

at 12:00 Noon in the Dumke Board Room of the Eccles Broadcast Center

AGENDA ITEM I

MINUTES OF THE INFORMATION TECHNOLOGY COUNCIL

HELD FEBRUARY 14, 2008

ATTENDEES (GUESTS OR REPRESENTATIVES):

Dave Adams, Scott Allen, Cathy Anderson, Lisa Arbon-Tagge, Kenning Arlitsch, Ed Barbanell, Paul Brinkman, Paul Burrows, Thomas Cheatham, Dean Church, Tim Ebner, Rene Eborn, Julio Facelli, Carla Flynn, Ryan Fox, Carole Gassert, Demian Hanks, Kay Harward, Steve Hess, Dave Huth, Chris Kidd, Lisa Kuhn, Helen Lacy, Jim Livingston, Nancy Lombardo, Kimball Lovin, Paula Millington, Tony Murillo, Lonnie Norton, Larry Okun, Joyce Ogburn, Brent Park, Rita Reusch, Steve Reynolds, Steve Scott, Joan Stoddart, Corey Stokes, Joe Taylor, Kevin Taylor, Mindy Tueller, Jeff West, Chuck Wight, Hang Wong, Joanne Yaffe, David Zemmels

I. INTRODUCTIONS AND WELCOME – STEVE HESS (JOYCE MITCHELL EXCUSED)

II. MINUTES FOR DECEMBER 13, 2007 WERE APPROVED.

III. PORTFOLIO & PROJECT MANAGEMENT – KIMBALL LOVIN & RENE EBORN

The IT Project and Portfolio Office (PPO) objective is to optimize the university's IT portfolio to contribute to the organization's successful performance and to sustain viability, value and growth, and to align IT priorities with the University's strategic plans and objectives. The first phase of the multi-part project is nearly completed. ITC members were introduced to the PPO Request Form and Infrastructure Scoring Model that are under development as tools to assist with projects; the PPO Infrastructure Pilot Projects List was also reviewed.

It is recommended that ITC support the methodology as outlined to date. It is also recommended that ITC approve the priority scoring models with the understanding that this is a trial process and changes are expected. Recommendations were approved.

IV. COMPLIANCE OFFICE ORGANIZATION AND PLAN – CHRIS KIDD

Chris Kidd, Chief Compliance and Information Security/Privacy Officer introduced the new Compliance Office model. The new model's governance structure focuses on, but is not limited to security and privacy issues. Anytime IT processes touch regulatory, policy, or legal requirements, the Compliance Office is likely to be involved. Examples include how IT is used to process credit card information. The new model has consolidated the hospital compliance requirements, such as HIPAA, with the overall campus compliance functional requirements. The new compliance team will work toward sharing information and offering suggestions to any campus entity that needs assistance. The Compliance Office will be hiring a training manager to increase awareness and understanding of security and privacy requirements across campus.

It is recommended that ITC approve the OIT Compliance Office organization, plans and processes that have been identified to date. Recommendation was approved.

V. OPERATIONAL SECURITY ORGANIZATION AND PLAN – STEVE SCOTT

The Information Security Operations team (ISO) is the technical arm of IT Security and Compliance functions and works closely with the Compliance Office. ISO will focus on incident response, security assessment, awareness and training and will work to enable information systems for acceptable levels of risk, to prevent unauthorized access to systems and to provide information and assistance to campus university entities to secure their systems. Steve reviewed services provided by the ISO group with council members; details can be reviewed on pages 22 and 23 of the meeting materials.

It is recommended that ITC approve the responsibilities of the ISO as outlined.

Recommendation was approved.

VI. IMPROPER USE OF DIRECTORY INFORMATION – KAY HARWARD

The University Administration and Human Resources has received numerous complaints from students reporting undesired access to their directory information. Kay reported that the University does not sell, trade, or make available information to marketing firms. Students have felt that their information is too easily obtained through official and unofficial channels. There are options available to disallow public access to student information. These could include making student directory information available only to authenticated users. Students have the option to set a FERPA flag to prevent publication of their information. Once set, the flag remains set until the student resets it. The council discussed options and suggested that input from students be obtained on the issue. Council members felt that information for staff, faculty and graduate students should remain external and recommend that the issue be brought to ASUU for their input before readdressing the topic at an upcoming ITC meeting.

VII. E-MAIL FOR OFFICIAL COMMUNICATIONS – JEFF WEST AND KEVIN TAYLOR

This topic was addressed at the October 2007 ITC meeting; it was recommended that Email be used for official communications for employees. At that meeting ITC members recommended that campus organizations with large groups of people who do not have regular access to a computer be consulted. Input was received from the Hospital and Facilities Management group; both groups have large numbers of employees who do not have regular access to a computer. Currently, the managers in these groups distribute paper-based and electronic information and believe it would be less expensive and more efficient to move to Email as long as procedures were established to identify email as official, to prevent confidential information from being distributed through persons other than the intended recipient, and that departments establish protocols/procedures/guidelines for delivering messages to employees. Council members discussed the proposal at length and suggested that the intent should be that Email can be used as AN official means of communication, but not necessarily the only means of official communication. They also want to ensure that department procedures are established.

It is recommended that ITC approve the use of Email as AN official means of communication for employees. It is also recommended that procedures be established that will assist campus administrators and departments in successfully adopting Email for this purpose.

Recommendation was approved as amended, in that guidelines will be developed and best practices applied.

VIII. DISTANCE EDUCATION FINAL REPORT – HELEN LACY AND CAROLE GASSERT

The Executive Summary of the Distance Education Task Force was presented to council members. The Task Force was asked to do four things: 1) Determine the nature and scope of Distance Education underway at the University of Utah; 2) Share strategic plans or goals of programs, divisions, departments and colleges; 3) Develop a list of recommendations to the ITC which includes policy, needed resources, facilities, services and expertise; and 4) Prepare a vision statement for distance education that addresses the needs of the entire campus. Each of the four is outlined in the meeting materials beginning on page 27. Council members reviewed the outline of the report and discussed the complexity of the report, where information goes next and who will follow up on the on the recommendations of the Task Force. The Task Force report will be presented to the Academic Leadership Team and Council of Deans in the near future. The entire report of the Task Force can be reviewed at <http://www.it.utah.edu/leadership/committees/DistanceEd>

It is recommended that the ITC approve the report and recommendations of the Distance Education Committee. Council members voted to accept the report and support the recommendations.

IX. TECHNOLOGY CLASSROOM CONFIGURATIONS – HELEN LACY AND CAROLE GASSERT

Work on the Technology Classroom Configuration was suspended following the December 2006 ITC Meeting until the completion of the Distance Education Report. Discussions have been held since then with the Utah Education Network and the University Scheduling, the Office of Space Management and IMS groups. From these meetings, eight General Purpose Classrooms have been identified as candidates for upgrades to serve as Enhanced Technology classrooms; these rooms are geographically distributed across the main campus. Locations of the eight classrooms are located on page 31 of the meeting materials. Definitions of General Purpose, Base, Enhanced and Distance Education classrooms begin on page 32. Council members discussed classroom configurations recommendations, upgrades and future planning, and requested a complete list of classrooms.

It is recommended that the ITC approve the proposed technology classroom configurations. Recommendation approved.

X. IN-COMMON FEDERATION – DAVE HUTH

Due to time constraints, this agenda item was postponed.

XI. WIMBA – COREY STOKES

Due to time constraints, this agenda item was postponed.

XII. LEGISLATIVE ISSUES – STEVE HESS

Due to time constraints, this agenda item was postponed.

XIII: FACULTY UPGRADE SURVEY – STEVE HESS

Due to time constraints, this agenda item was postponed.

XIV: CLICKERS – STEVE HESS

Student Response System “Clickers” are being used in different departments on campus and depending on the system being used by each department, students may be required to purchase more than one “Clicker”. The Academic Leadership Team has asked that ITC be engaged to seek a solution that is fair to students and meets the needs of departments and colleges. Clickers cost about \$30 each and up to \$8500 for the system. Council members reviewed concerns regarding student and departmental cost. It was suggested that before moving forward that the topic be presented to the Student Council for input and bring the agenda item back to ITC at the April ITC meeting.

XV: WEB CONTENT IMPROVEMENT – PAULA MILLINGTON

Due to time constraints, this agenda item was postponed.

XVI: IMPACT OF IT ON HIGHER EDUCATION – STEVE HESS

Due to time constraints, this agenda item was postponed.

MEETING ADJOURNED

AGENDA ITEM II

IMPACT OF IT ON HIGHER EDUCATION

INFORMATION ITEM

DISCUSSION OF THE ISSUES

Steve Hess will review information gained at this fall's Gartner Symposium, as it relates to the impact of IT on higher education.

INFORMATION AND RECOMMENDED ACTION:

This is an information item. No action is required at this time.

AGENDA ITEM III

PRESIDENT YOUNG'S VISION OF IT FOR CAMPUS

DISCUSSION ITEM

DISCUSSION OF THE ISSUES

INFORMATION AND RECOMMENDED ACTION:

AGENDA ITEM IV

WIMBA

INFORMATION ITEM

DISCUSSION OF THE ISSUES

Corey Stokes, from UEN, will present information regarding a new collaboration tool that will be available for academic and administrative collaboration. UEN has entered into a statewide agreement that will allow the University virtually unlimited access to these new tools.

The Wimba Collaboration Suite interfaces directly with the University's WebCT course management system. The same suite of services that makes this a good tool to support classroom collaboration can also be used to serve many research and administrative collaboration requirements.

Wimba Collaboration Suite

The Wimba Collaboration Suite offers a rich array of collaborative tools that allow faculty to retain the highly personal and lively nature of traditional classroom instruction. From voice to video, from podcasting to content authoring to instant messaging, the Wimba Collaboration Suite works seamlessly within existing online courses so instructors never need a new username or password, and never have to leave their familiar online course environments. The Wimba Collaboration Suite is a terrific way to take the next step beyond course management systems such as Angel, Blackboard, Moodle, and WebCT.

Wimba Classroom

Our fully featured live virtual classroom supporting audio, video, application sharing, and content display, enables instructors to add vitally important elements of interaction that simply cannot be provided in a text-based course. Personalize your online courses by holding live, online classes, office hours, guest lectures, webcasts, or meetings.

Wimba Pronto

Wimba Pronto is a free instant messaging and voice chat tool that allows students and instructors to spontaneously meet live online at any time to discuss their coursework. Wimba Pronto works with course management systems like Blackboard and WebCT to automatically populate students' contact lists with their classmates' names, thereby making it easy for students to spontaneously collaborate live online. After all, not all learning can be scheduled; it's often informal and unplanned.

Wimba Voice

Learn and teach in the most natural way of all – with voice. Facilitate and promote vocal instruction, collaboration, coaching, and assessment beyond the traditional language

laboratory environment by adding synchronous and asynchronous vocal collaboration to your course management system (CMS).

Wimba Create

You have Word documents but you can't easily put them online. Now you can. Quickly and easily convert your Microsoft Word documents into content for your Blackboard, Moodle, and WebCT courses. From one Word document you can generate a set of web pages that include navigation and interactive features which can quickly be uploaded to your course.

<http://www.wimba.com/products/collaboration/>

INFORMATION AND RECOMMENDED ACTION:

This is an information item. No action is required at this time.

AGENDA ITEM V

INSTRUCTIONAL COMPUTING FUNDS

FACULTY UPGRADES

E-CLASSROOM FUNDS

ACTION ITEM

DISCUSSION OF THE ISSUES

INFORMATION AND RECOMMENDED ACTION:

It is recommended that the ITC

AGENDA ITEM VI

**ELECTRONIC PERSONNEL ACTION FORM – E-PAF
ACTION ITEM**

DISCUSSION OF THE ISSUES

INFORMATION AND RECOMMENDED ACTION:

It is recommended .

AGENDA ITEM VII

UNIFIED PORTAL EXPERIENCE

ACTION ITEM

DISCUSSION OF THE ISSUES

INFORMATION AND RECOMMENDED ACTION:

AGENDA ITEM VIII
FACULTY ACTIVITY REPORT
WEB CONTENT IMPROVEMENT
ACTION ITEM

DISCUSSION OF THE ISSUES

This is a brief status of several enterprise content management projects currently underway.

The University Home page was launched in content management this fall.

- University Marketing & Communications is trained and entering content
- The content will eventually be sharable to other content contributors and providers (ex. news stories can play on your college site as well as the university site)
- Several powerful content management technologies (using the content repository) were implemented, such as generating the A-Z list with “managed links.” Eventually content managers could write queries that would generate their own lists (such as a list of colleges and departments, or programs or sites flagged as having diversity information, etc.).

Marriott Library – Goal: improve content and deliver it to the web from an authoritative content repository (ability to create, share and manage content going to different delivery points)

- Content is significantly improved; before and after examples are stunning
- Content managers and authoritative sources identified
- Expect to be running in beta early 2008

Brain Institute – Goal: improve content and deliver it to the web from an authoritative content repository (ability to create, share and manage content going to different delivery points)

- In progress, look and feel is integrated
- Content audit in progress
- Beta Test for the Faculty Profile Service

Faculty Activity Report – Goal: provide deans with tools for online yearly performance reviews.

- Live for College of Engineering for calendar 2007
- Data collected from authoritative sources, then faculty adds personal items to the report
- Individual and aggregated reports available for Dean
- Beta Test for the Faculty Profile Service
- Currently working on system-wide solution

Faculty Profile – Goal: aggregate institutional data on faculty and allow individual faculty members to add relevant information to individual profiles. The information will be available to other applications in accordance with institutional data policies.

- Data has been aggregated into a single, authoritative, transactional data base (eventually to be available from data mart or data warehouse for college use)
- Initial inspections reveals some data quality problems (currently working on plans for correction, but correcting the source(s) is the main priority)
- Currently constituting a faculty governance committee to address some of the policy issues of publishing faculty information on the web
- Content management tools for faculty/proxy to edit individual faculty profiles in progress

Content Improvement Process – Lower the barrier at the University for all to deliver authoritative, actionable content that is presented in context for consumers.

- Project proposal is underway
- Best practices and good examples are being documented
- U Web Resources website undergoing content audit and will be improved and delivered from content management (sharable content can be delivered on other sites as well)
- Process for improving content is being refined in all of the above projects.

INFORMATION AND RECOMMENDED ACTION:

This is an information item. No action is required.

AGENDA ITEM IX
CAMPUS LAPTOP PROGRAM
ACTION ITEM

DISCUSSION OF THE ISSUES

INFORMATION AND RECOMMENDED ACTION:

This is an information item. No action is required at this time.

Laptop Program Recommendations

Draft February 5, 2008

Program Overview

The goal of the laptop program is to obtain favorable pricing on laptop computers that have standardized hardware and software configurations and make these laptops available for purchase to students, faculty and staff at the University of Utah. The laptop program selects a few core systems (three different laptop configurations of both Windows and Macintosh operating systems) based on feedback from colleges and departments and then obtains favorable pricing with select vendors. Academic programs may elect to require these systems or recommend them to students depending on program requirements. The laptops selected would have software installed and configured for use at the University. Support for the laptops would be provided at designated campus computer labs. Each laptop would come with a three-year warranty with warranty service available through the Campus Bookstore.

Benefits

By implementing a laptop program, the following benefits will be realized.

1. Enhance asynchronous learning (learning independent of time and place, distance education)
2. Accelerate adoption of technology in the classroom and across campus
3. Easier integration with classroom technologies
4. Improve computer literacy
5. A baseline departments can use for recommending laptops to students, faculty and staff
6. Improve campus IT infrastructure security
7. Leverage volume purchasing so everyone on campus can purchase selected laptops at reduced prices
8. Reduce confusion of what to buy and what will work
9. Reduce campus support costs by having standardized systems which simplify support
10. Improve support for laptops purchased through the program
11. The program can be a student recruitment tool
12. Delay the need to expand current student computer labs in terms of machines and space
13. Relieve the pressure on existing computer labs and computer classrooms

Program details

In order to reduce risks to the University and the overall cost of the program, key assumptions have been made.

1. The purchaser owns and is responsible for the laptop package (hardware and software).
2. Maintenance of the laptop package is the responsibility of the purchaser.
3. Each laptop will come with three-year warranty (versus the one-year standard warranty).
4. Media (CD/DVD) with core software will be included as part of the package.
5. Purchasing or applying software upgrades and updates is the responsibility of the laptop package owner.
6. Financing is the responsibility of the purchaser. Financing options include:

- a. Financial institution of the purchaser's choice
- b. Bookstore purchase plan
- c. Financial Aid (as part of the normal financial aid distribution for educational expenses)

There are five key activities to the program:

1. Administration
2. Distribution
3. Support
4. Training
5. Awareness

Administration

For the program to run properly there must be some administrative oversight. It is recommended that a small oversight committee be formed and meet at least on a monthly basis. The committee should have standing members from OIT, the Campus Bookstore, the Marriott Library and Eccles Health Sciences Library. Other members may be added as needed. OIT would provide administrative support for the committee.

The administrative committee would be responsible for overseeing the program. They would have the responsibility of working with colleges to determine hardware and software requirements, finalizing configurations, selecting vendors, and coordinating program activities.

As part of the committee duties, an annual review of the program should be performed and a report produced detailing the progress of the program and making recommendations for improvement.

In addition to the oversight committee, there needs to be a permanent allocation of staff to carry out the program tasks. The staff duties include such things as:

1. Administer and maintain the web site
2. Oversee advertising
3. Organize meetings
4. Implement recommendations
5. Manage program budget
6. Coordinate with other campus committees and programs

The staffing resources to support the program would include the following:

1. Administrative - .5 FTE
2. Technical support - .5FTE
3. User support – 2 FTE

In addition to staff resources, the program also needs some basic physical resources such as:

- Hardware – need recommended laptops to create images, testing
- Software – need recommended software

Distribution

The Campus Bookstore is the distribution point for the program. Laptop packages are ordered and sold through the Bookstore. Eligibility for purchase is based on vendor requirements and enforced by the Bookstore. As part of the distribution process, the Bookstore would also install the selected software and configure the systems. In order to cover costs, the Bookstore would include a minimal mark-up in the price of the laptop.

Support

Reduced price plus enhanced support is the key to making the program successful. Support will be available from the following sources:

1. Hardware repair and service provided through the Bookstore (including warranty service)
2. For bundled software, virus or network issues
 - a. Phone – Campus Help Desk
 - b. e-mail – Campus Help Desk
 - c. In-person – Marriott Library, Eccles Health Sciences Library
3. Initial trouble diagnosis
 - a. Vendor (through the extended maintenance contract)
 - b. Campus Help Desk
 - c. Marriott Library, Eccles Health Sciences Library
 - d. Bookstore (applicable fee if issue is not hardware related)
4. Create a support center (Technology Suite, iCare Center, etc). Staffing requirements: 1 FTE Manager, 1 FTE Technology specialist, 2 – 4 FTE operational staff depending on hours

Colleges and departments may also elect to provide support for students enrolled in their programs.

Training

As part of support, some training should also be available. There are two audiences for training; staff supporting the laptop program and those that purchase the laptop package. Training would primarily cover the key elements of the hardware and software selected for the program. Training could be in-person through a series of classes or through computer based training (CBT) made available on the web. Many of the classes needed for the basic software are already in place through classes offered at the Marriott and Eccles libraries.

1. Basic orientation to the systems.
2. Staff training for diagnosing and troubleshooting

Awareness

In order to be successful, the program needs to be advertised. There are four key avenues for this:

1. Program web site
2. Promotional materials
3. Links from the student portal

4. Student orientation
5. Student recruitment

A basic web site should be created with program details and ordering information. The site should be linked from the student portal. Information about the program should also be given to students during orientation. Promotional materials should be created and distributed in areas of high student traffic and as part of student recruitment activities.

Program Costs

In order to operate the program, there will be some additional costs to the University.

First year costs:

- Web presence: \$15,000
- Promotional materials: \$2,000

Ongoing, annual

- Web site maintenance: \$2,000/yr
- Promotional materials: \$2,000

Phase 2 Costs

- Program staff (.5 FTE administrator, .5 FTE technical): \$65,000
- Additional support for staffing computer labs: determine from program pilot
- Hardware and software: \$5,000

Risks

As with any endeavor, there are certain risks that are anticipated with the program that affect its success.

1. Insufficient resources allocated to properly staff and advertise program
2. Students don't perceive value in the program
3. Students (and campus) aren't aware of the program
4. Lack of institutional and department support
5. Manufacturer changing system configurations and pricing

AGENDA ITEM X

MANAGING PRODUCTS AND SERVICES

ACTION ITEM

DISCUSSION OF THE ISSUES

INFORMATION AND RECOMMENDED ACTION:

AGENDA ITEM X
LEGISLATIVE ISSUES
INFORMATION ITEM

DISCUSSION OF THE ISSUES

Steve Hess will present information regarding efforts to work with the Utah legislature to identify funding sources for:

- Ongoing software maintenance costs for core University systems.
- Ongoing and one-time funds for the replacement of aging core network and server infrastructure.
- One-time funds for the performance of a feasibility study for a data center.
- Funds for improving statewide research cyber-infrastructure.

INFORMATION AND RECOMMENDED ACTION:

This is an information item. No action is required at this time.

AGENDA ITEM XI
WEB CONTENT IMPROVEMENT
INFORMATION ITEM

DISCUSSION OF THE ISSUES

