

University of Utah
INFORMATION TECHNOLOGY COUNCIL
August 8, 2002

Members in Attendance: Sarah Michalak, Stephen Hess, Kevin Taylor, Paul Brinkman, Ed Barbanell, George Brown, Paula Millington, Martha Eining, Gary Rasmussen, Rita Reusch, Kay Harward, Grant Moulton, David Huth, Dave Hoisve, Clifton McIntosh, Julio Facelli, Pierre Pincetl, Mike Robinson, Gary Levy, David Zemmels, Helen Lacy, Steve Reynolds, Mark Woodland, Wayne McCormack

I. Welcome:

Sarah Michalak welcomed everyone, and asked members to introduce themselves.

The agenda was amended to add two discussion items (1) a data center discussion led by Pierre Pincetl and (2) a Ucard discussion led by Wayne McCormack..

II. Approval of the Minutes of the Meeting held June 6, 2002

A correction was made to number 5, 3rd paragraph. Where it says the “project has too essential components,” it should read “two.”

Gary Rasmussen corrected the 4th paragraph down on number 3. It should read, “the deadline for required authentication for all students... access machines. These labs include the Union lab, EMCB, the MMC, and the two in residential living.”

Motion: It was motioned and seconded that the minutes of the June 6th meeting be approved as amended.
MOTION PASSED WITH ALL VOTING IN FAVOR.

III. Campus Authentication, Student Labs Cutover

Dave Hoisve gave a presentation on campus authentication. Dave and his group set out last year around December to authenticate all the systems in the five student computing labs. The goal of the authentication project was to limit access to students, faculty and staff and other sponsored guests (tab 16). Besides the actual authentication implementation, an important aspect of the project was the preparation of support staff. Publicity was also a critical success factor to inform users of the coming change. Publicity included large signs placed at the entrance of each of the labs.

NetCom was a valuable partner in the project. After researching various authentication technologies, the NetCom UNID system was chosen. The UNID system is used by a dozen different campus applications, including the new OSL website. Acceptable use guidelines that were reviewed by ITC are currently being used. At some point a privacy policy will also need to be adopted.

The project timeline can be found in tab 16, along with Union and EMCB usage statistics. Some student users may have been dissuaded somewhat by the authentication, but they seem to have adapted and returned to

the labs. The system enables data tracking including, number of users, single and multiple uses, etc. Sign-on and other service problems were also tracked.

Julio stated that CHPC will be moving to the UNIDs in CHPC systems within the next two weeks. CHPC will then move on to authentication. Julio expressed a major concern regarding whether or not end user information will be propagated upstream from local systems. Entries to local servers should not propagate throughout the network.

Motion: Kevin Taylor moved to put together a letter of commendation to Dave Hoisve and team, thanking them for the work they have done. Motion passed with ALL VOTING IN FAVOR.

Dave Huth suggested that colleges and departments migrate to the use of the UNID to facilitate authentication and account synchronization when meta-directory services become available.

Sarah asked people to comment about plans for their labs. The College of Fine Arts will be authenticating and setting up its directory during Fall Break. Other departments are also making plans to incorporate authentication.

IV. Portal Report, Market Research

Media Solutions is in the early stages of re-doing the homepage, which will be released at the end of October. Presently, 179 of 519 sites are compliant with the University web policy. Only compliant, registered sites will be linked from the new U home page. At the end of August, Media Solutions will start letting people know they have 60 days to be compliant. At the end of September there will be a web fair where webmasters may come together for two days to learn what is needed to bring sites into compliance. Notices for this fair will be in FYI, and given to CAD to make sure people know about it.

During the month of July, Mark Woodland conducted several focus groups, and spoke with about 100 students. The analysis isn't finished, but clear themes emerged. There seems to be two distinct camps of students: 1) the "involved" group and 2) the "school is not my life" group. The involved group will welcome the portal, but the "school is not my life" group doesn't care what delivery mechanism is used, as long as they can get the information and services they want. Nationally, about 15 % of students in the US are typical college students (ages 18-22, and school is their life). At the University of Utah, only 4% of students voted in the student election. It was also discovered that a large percentage of students already use one or more portals. About 1/3 of students said they would use a portal, but only if it takes less than 10 minutes to set it up.

Students were asked about how they use the University homepage. They visit a couple of times a semester, to get grades, to register, to check their DAR. Some didn't know tuition could be paid on-line, but were happy to hear that. Students didn't separate in their mind the U homepage from the student secured system.

Students were asked what they would want in their portal, what they would pick from the menus offered. The involved group wanted to know about events. They want e-mail access. webCT, their own links, access to courses and books, course syllabus, grades, etc. Students also asked sports and news information (both U and CNN live). They want to know about job postings and who's interviewing on campus. Students would like a place to store files that they can share with their classmates. They would like some kind of calendar, and their own phone directory to which they can add other numbers. Also desired was general information,

i.e., guest speakers, discounts that are offered to students, parking (info on parking or construction).

Some students complained about the search engine. They don't want SPAM..

The students wrote responses to 6 questions that are now being compiled. The data will be analyzed and put together in a quantitative feedback review. An online questionnaire will be linked from the homepage for the last 10 days of August and the first 10 days of September. The results will be quantified.

Steve concluded by saying that this information will be available in writing. He also brought up the need for student and faculty digital strategies that will help a student or faculty member to present information in a way that people can access it readily. Steve asked, "Is WebCT the right tool, or, do we need to find a simpler way that might work for faculty who have a hard time navigating WebCT?"

V. University of Utah Software License Automated Order and Download Contract Negotiations

Kevin Taylor demonstrated the new OSL site and explained how to make software purchases online. He mentioned that OSL will be offering significant discounts on software, such as Adobe.

Paula Millington's group has been working on the OSL website, with Jill Brinton as project manager. Purchasers are able to search for products by category, product or vendor. The website walks the user through the process, giving the option of direct download of the software, delivery or pick up. A UNID is required. Once the user authenticates, required order information is auto-filled into the order. Users can use either a purchasing card or a campus order. If the campus order option is used the order data is used to automatically prepare the campus order form. A signature will be required. Ideally, with a completely automated system, a paper form won't be needed, and authentication can be done online.

The site includes a list of downloadable products. Once the order is placed, E-mail is sent to the purchaser. E-mail is also sent to the person in the department who manages the software, as well as to the person who keeps the records. The site develops an order history which can be viewed by purchasers and other authorized individuals.

A question was raised about OSL not keeping on hand older media software, and vendors that no longer support older versions of a program. In the past, only the last edition was kept. However, as a result of input, older editions will be kept for 2 or 3 years after the introduction of newer versions.

Paula commented on the credit card module. A purchasing card or other credit cards can be used for e-commerce. The U's credit card module is secure.

The OSL website should be going live next week.

VI. Proposal for an Institutional Data Center

Pierre Pincetl introduced the topic by explaining that his department has 15-20 million dollars of equipment in their data center on the 2nd floor of a seismically questionable building with an out-of-date and obsolete power generator. Parts are difficult to get. The facility has air-conditioning needs because of its southwest

exposure. Pierre stated that a reliable, state of the art data center is needed that matches the investment made in computing hardware at this institution. Pierre visited sites, looking at what real institutional data centers look like. The data center the University has does survive electrical storms, but the really advanced data centers have harmonic dampening equipment. They monitor the weather and go off line when it looks like there's going to be an electrical storm. They route their own power to ensure a clean power supply. The University is at a point that something like that needs to be considered. Pierre proposed including a campus data center in the integrated IT plan. Pierre gave BYU as an example. They have just built a two-story underground data center, using Intellivex (consulting firm). Pierre suggested establishing a work group that would report back to the ITC with a proposal. He suggested that a data center should be an institutional priority at some point in the next few years.

Pierre, Julio Facelli, Steve Hess, Bill Jahsman, Joe Taylor, and Gary Rasmussen will participate in a data center task force.

VII. University Smart Cards

The University ID card is about 4 years old. Arnold Combe, responding to various concerns, formed a task force, to look at what changes, if any, ought to be made with respect to the card. That group could be considered a subcommittee of ITC.

The card has a mag strip, a 4 meg chip, 3 different numbers on it, a photo, etc. The various issues have been identified for study, including connection costs, LAD circuits, network ID, authentication, digital signature possibilities, etc. Digital certificates could be stored in the chip, if it had sufficient storage capacity. The group is studying whether or not it would be beneficial to make the card more commercial? It could be linked with a bank entity which could offer debit and credit services. This wasn't done initially, but Grant projects that in two years, the annual deficit to maintain this card will be a significant, so commercializing the card becomes an option. Wayne asked for input from the ITC group. The task force hopes to finish by the end of October, possibly November. The group will meet every two weeks during September and October.

VIII. Software Management Policy and Guidelines

At the last meeting, OIT, Kevin Taylor was charged with preparing a draft policy document and guidelines to help make sure that the University manages its software according to copyright law and software license terms. A draft policy and procedures were presented.

It was suggested that, while policy may be important, tools to assist departments with software management would be more helpful. It was suggested that OSL maintain all software license data, including data for licenses not purchased from OSL. Having a centralized database would make it easier to maintain accurate records. Kevin felt that the issue is the willingness of individuals, not just departments or colleges, to do what is necessary to make sure the data bases are kept up to date

There have been some meetings with software vendors about auditing software. Kevin and his group are looking to see if such software could be operated on an enterprise-wide basis.

Clifton felt that the policy as it is written overflows its boundaries, particularly as it applies to software purchases for home use. The acceptable use policy already states that individuals will not install pirated

software on their computers.

Kevin suggested that people need to know what their license says they can do - and most software does not allow both office and home installation. What we need to do is determine what would happen during an actual software audit, and build management policies accordingly.

The group felt that the documents are worth refining. It was agreed that ITC members should forward their comments to Kevin after consulting departmental software managers. Kevin will continue to edit the document, with input from software managers, and then return to a future ITC meeting.

IX. Electronic Approvals

The electronic signature policy passed through ITC and also the trustees. As a result forms and processes can be approved using electronic means. Steve spoke with Ron Tremea, who assigned Barbara Nielsen to come up with a list of documents and processes that could potentially use the electronic approval process. Steve presented a long list of forms. ACS is already working to automate some of these processes. Steve solicited any comments that would help identify and prioritize the forms. Some forms have to be paper, as receipts need to be attached to them.

This is a priority for Dave Pershing, Arne Combe and Human Resources. Electronic forms need to be secure and protected. Bill Barnhart at the International Center is very concerned about the turnaround time required to process forms to comply with the Federal Patriot Act, so he may need to be contacted soon.

X. IT Planning

Needs Assessment, Product Definition, Business Plan
Project Plan, Marketing/Communications

Steve suggested a change in the way the IT plans and projects are done. Steve proposed that the 5 project/planning steps be adopted (tab 21). These include, needs assessment, product definition, business plan, project plan, and market rollout plans.

Pierre suggested the addition of an evaluation process.

Motion: It was motioned that the ITC accept the six steps recommended in the projects for IT. Motion passed with ALL VOTING IN FAVOR.

XI. Unified IT Newsletter

It was suggested at the IT Core meeting that action be taken on the unified IT newsletter. Steve asked the ITC how they felt about a centralized letter -- something that's relevant to the client that touches all of the IT elements on campus. It would be another avenue of disseminating information.

Gary Rasmussen suggested a set-up that would allow people to subscribe or unsubscribe, to avoid the proliferation of paper. It was explained that the IT newsletter would be delivered electronically.

Pierre suggested that a portion of an existing media (e.g. FYI) could be dedicated to IT updates. Mark Woodland felt that this was feasible, and the committee felt that it was worth looking into.

XII. Associate Vice President's Report
Long Distance and Cellular Phone Contracts
2001/2002 Accomplishments
Status of Classroom Technology

Steve announced that NetCom has renegotiated the long distance contract for the University. The RFP is in Jim Parker's office, and needs Grant's signature. The new contract will reduce the cost for long distance by 50 %. NetCom is also working on cellular contracts. Some of the departmental costs may be reduced by as much as 50%, depending on the plan.

Steve also mentioned a list of 20 to 25 accomplishments that have been accomplished by this committee and others working together. He thanked everyone for working in a cooperative manner and bringing about such changes. He then presented a report prepared by Helen Lacy, who tends and watches over the status of our classroom technology. The paper shows that up to 68% of classrooms are now installed with projection technology. Four projectors were stolen last month, but they will be replaced. The table also shows movement away from video only projectors, and an increase in video/data projectors. Congratulations to IMS, Helen and her group for managing student task force funds effectively.

Sarah congratulated everyone for all the wonderful organizational structure that has been introduced to address IT issues, and for all of ITC's accomplishments. Sarah thanked everyone for coming, and the meeting was adjourned.

The meeting adjourned at 1:40 p.m.
Mina Kang recorded the minutes.