
MINUTES OF THE INFORMATION TECHNOLOGY COUNCIL

HELD JUNE 11, 2009

ATTENDEES:

Council Members in Attendance:

Kenning Arlitsch, Andy Black, Paul Brinkman, Norm Chambers, Dean Church, Tim Ebner, Steve Hess, Dave Huth, Chris Kidd, Lisa Kuhn, Helen Lacy, Nancy Lombardo, Roxanne Mashburn, Paula Millington, Kevin O'Keefe, Larry Okun, Brent Park, Jim Parker, Rita Reusch, Steve Reynolds, Brent Schneider, Jean Shipman, Joe Taylor, Kevin Taylor, Daniel Trentman, Jeffrey West, Chuck Wight, Mark Woodland, Joanne Yaffe

Guests and Other Attendees:

Mark Bean, Steve Corbato, Demian Hanks, Pam Mollner, Lonnie Norton, Caprice Post, Mike Robinson, Mindy Tueller, Thomas Wolfe

Excused:

Joyce Mitchell

INTRODUCTIONS AND WELCOME – STEVE HESS

I. MINUTES FOR APRIL 9, 2009 WERE APPROVED.

II. NEW LIBRARY CATALOG SOFTWARE – KENNING ARLITSCH

Recently the University of Utah and College of Eastern Utah (CEU) libraries signed a contract with Ex Libris, Inc. to purchase the Aleph and Primo software. Aleph is an integrated library system (ILS) and Primo is a discovery layer/search interface. Over the next 12 months the libraries will be replacing the three Horizon ILS instances of Marriott/Quinney, Eccles and CEU libraries with this new software. The Primo discovery layer will be the public interface to the library catalog as well as to the libraries digital collections. Additional information on the new software and its features can be reviewed in the meeting materials provided, by contacting Kenning Arlitsch at 5-3721 or by visiting the Ex Libris Inc. website at <http://exlibrisgroup.com>.

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

III. INSTRUCTIONAL COMPUTING FINAL BUDGET – STEVE HESS

The final version of the instructional computing budget was presented to the council members. Two additional budgets were reviewed and approved at the April 2009 ITC meeting; the information presented at this meeting is the Instructional Computing portion. Council members reviewed the budget and noted that the libraries are grouped together in this final version and that money for the wireless project will be partially funded by other State funds.

It is recommended that ITC approve the Instructional Computing Budget for FY2010 as proposed. The recommendation was approved.

IV. SOFTWARE AS A SERVICE – INSTITUTIONAL DATA LIVING IN THE CLOUD – STEVE HESS AND KEVIN TAYLOR

Cloud computing, 3rd Party Applications and Software as a Service concepts were introduced to council members.

Cloud computing is a style of computing where dynamically scalable and virtualized resources are provided as a service over the internet. The concept incorporates infrastructure as a service (IaaS), platform as a service (PaaS) and software as a service (SaaS) among other common themes that refer to reliance on the internet for satisfying the computing needs of the user.

Software as a Service (SaaS) is a model of software deployment where the provider licenses an application to a customer for use as a service on demand. SaaS software characteristics include: network-based access to commercially available software, activities managed from central locations rather than each customer site, enabling customers to access applications remotely via the web, application is closer to one-to-many rather than one-to-one, centralized feature updating, frequent integration in a larger network of communication software – as a plug-in or mash-up.

There are many cases of SaaS currently in use on campus. In some cases, we don't know what is being done with the institutional data (student, employee) that lives in the "cloud." Other questions: reliability, data ownership, data release, the image of the U, classification of institutional data, and transferability of data.

Campus SaaS examples:

Wimba	blogs, wikis
Vovici (survey software)	Survey Monkey
iModules	WordPress
Facebook, Twitter, YouTube	ticketing systems
Google Apps, Google docs	

A sub-committee is to be formed to oversee the integration of SaaS and all applications that are living in the cloud. The sub-committee will report to the ITC. Council members have access to detailed information on the topic in the meeting material. A Gartner article is included that offers predictions for SaaS for the next three years.

It is recommended that ITC members assist in identifying SaaS applications that are currently being used or may be planned for future use. ITC members are encouraged to offer input to the discussion of issues related to SaaS and to forward any information about current or planned SaaS projects to Kevin Taylor. The recommendation was approved.

V. SYMPPLICITY HORIZONS (SOFTWARE AS A SERVICE) – MARK BEAN

Horizons, Symplicity's study abroad management system, is a turnkey solution that allows institutions to leverage an easy-to-use leading web-based technology to manage student applications, information, and time sensitive deadlines. Horizons allows students to fill out customizable online application and to track progress on all applications required by the study abroad office.

Horizons also allows study abroad staff to create a searchable web-based database of all study abroad programs and providers. Study abroad offices are also able to manage all applications, course equivalences, emergency contact information and more. Horizons powerful ad-hoc reporting engine allows staff member to easily gain insight into valuable statistics through easy to read reports. The study abroad office would greatly benefit from this application and the costs would be low in that management salaries are paid out of the fees for going abroad to study.

Symplicity Horizons is being presented to ITC for two reasons: 1) It is an example of Software as a Service discussed in the previous agenda item, and 2) Some level of integration with PeopleSoft systems and data is required to be fully effective.

It is recommended that ITC approve the implementation of Symplicity Horizons. General Counsel has reviewed the contract and feels comfortable about how the data will be secured and the U's ownership of it. The level of integration with PeopleSoft and institutional data has yet to be determined and is subject to the approval of the data stewards. The recommendation was approved.

VI. WORKFLOW COMMITTEE REPORT – JEFF WEST

The Workflow Committee has been meeting every other month and the work is ongoing. The committee has been working on workflow resolution through several projects including Organization ID, position management, and identity management. They are also working toward the roles and implementation of electronic approvals and routing of information.

ITC members are requested to do the following:

- Communicate upcoming workflow-type applications and projects to the committee;
- Involve us whenever you come across a potential workflow application;
- Keep us informed on issues you are facing; what you are learning; how we can collaborate.

ITC approved the motion and that workflow-type applications should be reported to and through ITC.

VII. STIMULUS FUNDS – STEVE CORBATO

In consultation with the Campus Cyberinfrastructure (CI) Council, we are investigating multiple opportunities for federal support through programs funded through the American Recovery and Reinvestment Act of 2009 (ARRA). In cases where solicitations have been released, we are actively pursuing several of these opportunities. The principal priorities for stimulus funding in the IT/CI portfolio include 1) the completion of the metropolitan optical network in Salt Lake City, 2) the potential expansion of this optical network to reach key educational and research sites in northern and southwestern Utah, and 3) the enhancement of planned physical infrastructure to support high performance computing, research data storage, and other CI services at the downtown data center. Additional information about the stimulus-related activity now underway is available for review in the meeting materials.

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

VIII. RICHFIELD DISASTER RECOVERY SITE – JOE TAYLOR

ACS has been working on building a Disaster Recovery (DR) solution that would allow the processing of core business processes remotely in the case of a disaster that renders the Park Building inoperable. To accomplish this, an agreement was made with the State of Utah for space in the Data Center in Richfield, Utah to house servers and storage for a DR site.

Over the past months, ACS has been building, configuring, and testing the DR system in the Park Building. On May 20th, all components of the DR system were moved to Richfield and installed. Although smaller than the production system at the University it enables working applications for all core (PeopleSoft) human resources, financial, and student administration functions.

ACS is utilizing the Oracle Dataguard technology to keep the data associated with these applications current and accurate. With this technology, data for all applications is synced on a near real-time basis. Work is still needed to assess other functions for future inclusion in the DR Site, such as DARS, running Crystal Reports, Ad Astra Scheduling and Collection of Tuition using credit cards. Work continues on the DR site that will focus on adding additional functions and on increasing speed and response times.

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

IX. PORTFOLIO MANAGEMENT EXECUTIVE DASHBOARD – JOE TAYLOR

An “Executive Dashboard” is now available that allows anyone on campus to view the status of campus IT portfolios and the projects contained in those portfolios. The Executive Dashboard is found at <http://acs.utah.edu/uofu/UPlanitDashboard/>. Council members can review a demonstration of the functions and information available on the dashboard. The information comes out of PlanView (UPlanIT). It is a Java-based application built in ACS that pulls real time data. It drives transparency and accountability.

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

X. PROJECT UPDATES

Faculty Activity Report / Roll out – Paula Millington

Six colleges that came online in 2008 are complete and are using the tools. 400 faculty members have been trained on the tool.

Password Synchronization Project – Dave Huth

On February 18th, 2009, password synchronization for PeopleSoft roll users was initiated. Synchronization allows one password for CIS and UMail logins. Assistance with password resets is available through the Campus Help Desk at 801-581-4000, option 1. Work is continuing on a password change application outside the CIS and with the Compliance Office on password complexity rules.

Secure Instant Messaging – Kevin Taylor

It is now possible to instant message (IM) other University of Utah personnel in a safe environment. OIT makes use of the Office Communicator 2007 client to provide a secure instant messaging solution. Secure IM allows instantaneous communication between one or more parties by transmitting information quickly and efficiently. While public IM leaves the user open to major security risk, secure IM avoids the risks as it is only available for users set up on the University's Secure IM server. There is a \$17 start up charge per user and a \$17 annual fee to use the service. After the license is purchased information will be provided to download the Communicator IM client. Contact the Campus Help Desk at 1-4000 to request the service.

Wimba for Staff and Graduate Students – Kevin Taylor

The Wimba e-classroom application is fully integrated with WebCT as well as other course management systems; this means it is automatically provisioned for faculty. Now Wimba e-classroom can also be automatically provisioned for all staff members and graduate students.

Wimba is currently available through a UEN contract at no cost to the University. Before departments/colleges spend scarce funds it is strongly recommended that they look into Wimba's capabilities and options. See meeting materials for instructions for steps to accessing Wimba through CIS.

Cellular Coverage – Kevin Taylor

AT&T has kicked off the construction of its cellular coverage project. This project focuses on improving coverage in the health sciences and on lower campus. The projected completion date is August 2009. Contract negotiations are currently underway with *Verizon*.

MEETING ADJOURNED