SUMMARY FOR ARCHITECTURE & NEW TECHNOLOGY COMMITTEE

DATE: January 23, 2017
TIME: 10 a.m. – 12 p.m.
LOCATION: Dumke Room, Eccles Broadcast Center

IN ATTENDANCE:

Mark Beekhuizen	Pieter Bowman	Joe Breen	Steve Dean
Tim Ebner	Jeff Folsom	Matt Irsik	Sylvia Jessen
Jim Livingston	Jim Logue	Chris Stucker	Jon Thomas
Daniel Trentman	Rob White		

COMMITTEE SUPPORT: Scott Sherman, Emily Rushton

UNABLE TO ATTEND:

Rebwar Baesmat	Derick Bingman	David Blackburn	Dean Church
Demian Hanks	Matt Harting	Josna Kotturappa	Chris Roberts
Steven Seal	Wes Tolman	Thomas Wolfe	

AGENDA ITEMS DISCUSSED:

- Software Anywhere summit recap
- Campuswide printing working group
- Student technology survey results
- Open floor

Software Anywhere summit recap

Cory Stokes, associate dean of Undergraduate Studies and director of UOnline, gave a recap of the Software Anywhere summit held in December 2016. The purpose of the summit was to discuss how the U is currently delivering software to the growing number of students who aren't physically on campus, or who take online courses due to work schedules, personal lives, etc. Some online courses require software students don't have on their personal computers, which means they must physically come to the student lab on campus (defeating the purpose of taking an online course). The Software Anywhere summit attempted to discuss this problem and see how some areas of campus are addressing it. A number of groups presented their own solutions, including the University Hospital, Marriott Library, School of Business, College of Social and Behavioral Science, and College of Engineering. Salt Lake Community College CIO Bill Zoumadakis explained how SLCC has delivered virtualized software to its students for more than a decade.

Both Stokes and Tim Ebner, University registrar, co-chair the Integrated Student Team (IST), which has prioritized this software initiative as something to recommend for discovery in the coming year.

CTO Jim Livingston also weighed in with his recommendation, which is to form a working group that could review what the U already has and offers to students, determine use cases against what we

might need or anticipate needing, and eventually consider potential solutions and funding models. He reiterated that we don't know how big of a problem this is, and we won't know until use cases are identified. Regardless, whatever problems are identified by the working group will have an architecture component. Livingston suggested ANTC members volunteer themselves or others to be in the group. A brief discussion followed, and committee members began recommending others to be in the working group. There was a motion to move forward with creating the working group (with the members suggested), and the item was approved.

Campuswide printing working group

Livingston updated the committee on the effort led by Auxiliary Services to standardize printer, copier, and multi-function devices (as well as servicing those devices) across campus. Goals with this effort include achieving cost savings around hardware management and servicing, streamlining the process of tracking the cost of printing pages and being able to pass those costs on to students, and creating the ability to print from any device to any printer to which a user has access. Livingston explained that a working group has already been meeting to discuss this, with Randy Zimmerman (Auxiliary Services) leading the group.

This effort initially began as a pilot program, using uniFLOW as the chosen solution, and Livingston discussed some of the concerns raised around how the software is implemented, how the network is configured to handle the solution, and the level of staff support available. He said he wanted to take a step back to figure out if the pilot program and uniFLOW software is still the right path forward for the entire organization, from an enterprise printing solution standpoint, or if a better solution exists (or multiple solutions, e.g. one for hospital, one for campus). The working group is identifying use cases and requirements, which can then be matched up against uniFLOW. If it's determined that uniFLOW is no longer the best solution, then an RFP will be issued.

A brief discussion followed, and members discussed printer security, fax/server solutions, and the difference between fleet services and auxiliary services. There was general agreement from the committee that the current solution should be reassessed to ensure it fits the University's needs.

This was an information-only item. At the next ANTC meeting, Randy Zimmerman and Clayton Barlow will report on the progress of the working group and answer more detailed questions.

Student technology survey results

TLT Director Jon Thomas recapped the results of the student technology survey, which came out of the Teaching & Learning Portfolio. The goal of the survey was to help the portfolio make learning spaces funding allocation decisions, based on technology the students need and services they use and/or value.

The survey was sent to 5,223 randomized undergraduate and graduate students (excluding freshmen). Of that number, 645 students responded to the survey. The final data set is of 397 students (after filtering out professional schools and PhD students, who seem to have their own specific needs).

Overall, students have a positive experience with technology on campus. Thomas reviewed some of the notable data, including: 97% of students have access to a smart phone; printing and computer labs are used by 53% of students at least once a month; technical support scored low on the usage scale, but the negative impact (if it were to be taken away) jumped up to 47% (i.e. students don't want to lose this service, even though it's used rarely); and printing, completing assignments, and specialized software are the main reasons students use computer labs. Additionally, many of the free-form responses indicated students would like quiet individual desks to use their own personal devices, with access to power outlets/charging stations.

Thomas said the potential priorities to come out of the survey results are: 1) reduce the number of computers in regular open labs but do not reduce the size of the lab; 2) use enterprise-wide lab monitoring software so labs can report their use in a common format; 3) prioritize powered work spaces in quiet areas for personal devices; and 4) provide an easy/seamless printing service.

A brief discussion followed regarding gathering consistent data across campus labs, with general agreement from the group that there should be a consistent way every lab on campus can gather data on how students are using computer labs. One member recommended the discussion continue externally with a smaller working group, then be brought back to the ANTC, and most agreed. Mark Beekhuizen recommended Jon Thomas to lead that external discussion, then come back to ANTC to recap how the U is currently tracking lab usage, and provide a recommendation on whether or not there should be a standardized way of doing it across campus.

Open floor

Earl Lewis (UIT Project Management Office) gave a quick update on a new UIT project to retire a specific DNS service and push those users to refer to the campus-wide Infoblox service instead. The project timeline will be roughly six months, and Lewis said this was just a heads up to let everyone know it was coming. There will be more communication and documentation to follow.

Beekhuizen mentioned that he discovered he has access to Google Drive with his University credentials, and made the broader point that there are likely many services University students/staff/faculty have access to with their U credentials that they may or may not know about. A brief discussion followed, and members discussed products such as Box, Google Drive, and Adobe.

Jim Livingston also told the group an effort is underway with Health Sciences to move its shared G-drive mapping into Box.

Action summary			
Action	**Topic**	**Person/Group**	**Next step**
Approved	Software Anywhere summit recap	Cory Stokes	Cory Stokes will take the lead on forming a working group to discuss what the U already has and offers to students, determine use cases against what we might need or anticipate needing, potential solutions, and a funding model.
Approved	Lab monitoring efforts	Jon Thomas	Jon Thomas will form a working group to look at computer lab monitoring efforts and to identify common methods and metrics for measuring lab usage across campus.