THE UNIVERSITY OF UTAH®

SUMMARY FOR ENTERPRISE WEB ADVISORY COUNCIL
DATE: September 22, 2017
TIME: 9-10:30 a.m.
LOCATION: Olpin Union Den, first floor

IN ATTENDANCE:

Elizabeth Bandy	Paul Burrows	Holly Christmas	Patricia Hanna
Barb Iannucci	Scott McAward	Lori McDonald	Kim Tanner
Chris Nelson	Ken Pink	Scott Sherman	Nathan Tanner
Scott Troxel	Jim Turnbull	Amy Wildermuth	

COMMITTEE SUPPORT: Emily Rushton, Scott Sherman

UNABLE TO ATTEND:

Mark Beekhuizen	Tim Ebner	James Elder	Jodi Emery
Matt Gauthier	Steve Hess	Peter Jensen	Thad Kelling
Mike Martineau	Dean McGovern	Paula Millington	Aretha Minor
Corey Roach	Cory Stokes	Rebecca Walsh	Bill Warren
David White			

AGENDA ITEMS:
- Google Search Appliance update
- Finalize subcommittee to recommend approach to Policy 4-003 revision
- FAR profile redesign
- Updated CIS portal launch
- Open floor

Google Search Appliance update

Barb Iannucci, associate director for USS Content Management & Usability, gave an update on the replacement search for the Google Search Appliance, which Google is retiring soon. The task force met on 9/15 and have since been identifying stakeholders to involve in the search for a replacement. The task force plans to research peer institutions, give a UIT Talk on October 3, 2017, to gather feedback, create a survey to collect further feedback from the community, and begin reaching out to vendors to get ballpark costs. One option being considered is Google's custom search engine, which Iannucci explained is different from other solutions but is one that many higher educational institutions are currently utilizing. Ultimately, the task force hopes to gather as many use cases as possible and find a solution that works for the majority of them.

Finalize subcommittee to recommend approach to Policy 4-003 revision

Pat Hanna, professor of linguistics, gave a brief update on the revision to Policy 4-003, World Wide Web Resources. A small working group will be formed to identify issues with the current policy and

propose new drafts, reporting back to EWAC every month on the progress. The group hopes to work quickly and provide a new policy for review within the next month or two. Once a revised policy is approved by EWAC, it will move to the Academic Senate. There was a brief discussion about other policies and rules that should be linked to from the newly revised Policy 4-003.

FAR profile redesign

Amy Wildermuth, associate vice president for faculty and Strategic IT Committee chair, showed a prototype of the new Faculty Activity Report profile page. FAR staff are currently asking all faculty members to take new photos for their profile pages and offering a professional photographer to come to each department/college for photo sessions.

Iannucci pointed out that some faculty members have a second site with the same information copied and pasted from FAR, ultimately resulting in two pages that must be individually maintained. The group discussed the challenges this causes and the need for all faculty to use FAR as their primary data source, and perhaps then pulling information from the central resource for individual pages. This would make it easier for students and staff to find who they're looking for as well as eliminate the need to keep multiple webpages up-to-date. The group also discussed strategies to keep this maintained long-term as faculty leave and new faculty arrive, since this process varies in different colleges (usually based on available resources).

Wildermuth also briefly discussed the two major faculty information systems, MBM and FAR. Deputy CIO Ken Pink mentioned that UIT's Business Intelligence group is working to incorporate the data from both FAR and MBM into the U's enterprise data warehouse, and Wildermuth said in the future, perhaps the U could find an out-of-the-box solution to replace both FAR and MBM (both of which are "homegrown" U systems).

Updated CIS portal launch

Marv Hawkins, associate director for University Support Services (USS) Product Management/Finance, gave an update on the portal redesign and feedback received thus far. He and his team have been analyzing the feedback and identifying themes and issues to address. He noted two main issues on which his team is currently focusing: timeout notifications and an issue with an old version of Safari on older iPads. His team is also discussing ways to address other common feedback themes, such as tile size (most notably on desktop machines), icons, and design choices. One common complaint is the inability to set your customized homepage as your default homepage. Hawkins said this feature is not something Oracle has enabled thus far. UIT, along with other organizations, has put in a request to Oracle for this usability feature. Another common complaint has been the lack of a search feature. Hawkins explained that this feature wasn't quite ready for the initial release and would've required an additional team of developers to complete, but assured the group that some kind of search feature will

be available in a future update. The group briefly discussed the availability of the old "classic" view, and Hawkins said Oracle has stated this will be decommissioned in the future but hasn't provided a firm date yet.

The group spent some time discussing their own feedback regarding the new CIS portal, mainly focusing on the timeout issue. Hawkins explained that out of 40,000 users, there are approximately 1500 who are considered super users, spending most of their workdays within the CIS portal. These are the users who are most affected by the current timeout of 40 minutes.

Finally, Hawkins covered all the various communication and marketing pieces done in an effort to prepare the community for the upgrade, beginning in December 2016 and leading up to the switch in September 2017. These included focus groups, an Academic Senate presentation, articles in the UIT newsletter, an article in *This Week @TheU* and *Pulse*, Tweets, and usability studies. There are also numerous self-help articles available in the UIT Knowledge Base.

Open floor

There were no open floor topics.