



Strategic IT Committee
November 28, 2017
Park Building, Winder Boardroom

Agenda

1. Google Search Appliance replacement
2. Central software strategy
3. Third-party desktop support and computer repair
4. University-wide IT training
5. Review updated campus strategic plan
6. Effective targeted messaging without D-Mail
7. Curriculum Management Services review
8. Gartner Symposium review
9. Content management systems for the Web
10. Open floor
11. Adjourn

1. Google Search Appliance replacement

The University utilizes the Google Search Appliance (GSA) as the primary search engine for official campus websites. If you use the search bar on a campus website, the results being returned are coming from the GSA.

The GSA is a hardware-based service that sits in the Downtown Data Center and acts as the intermediary between University-based search queries and Google results, in theory returning results targeted to University information.

Google has announced that it will discontinue the GSA next year. A task force of the Enterprise Web Advisory Council has evaluated several options for the University to replace the GSA-based search feature. Barb Iannucci, who has led that task force, will review the recommendations of that task force.

Ultimately, the EWAC approved the recommendation to shift to a web-based Google search product being used extensively by our peers, and to continue evaluating other options as the search landscape evolves.

The SITC is being asked to vote on the recommendations.

[The slides for this presentation can be found here.](#)

This is an action item.

2. Central software strategy

Cory Stokes, associate dean for Undergraduate Studies and director of UOnline, will discuss the gaps that exist in the University's current software procurement processes for non-centralized purchases.

This is a discussion item.

3. Third-party desktop support and computer repair

Chief Information Officer Steve Hess and Chief Information Security Officer Randy Arvay will talk about the security challenges associated with using support and repair services not provided by a University employee. This will be an open discussion about the issues, how departments are currently meeting these needs, and possible recommendations for how these services could be used while following best practices for data protection.

This is a discussion item.

4. University-wide IT training

Chief Information Officer Steve Hess will discuss the Deloitte recommendation to build a unified IT training program. Input will be sought on how to move forward on this topic, and this could be an action item based on the discussion.

[You can review the Deloitte recommendation in Box.](#)

5. Review updated campus strategic plan

Steve Hess will review the updates made to the campus IT strategic plan after the SWOT analysis at the previous SITC meeting.

[Slides with the updated plan can be found in Box.](#)

This is an action item.

6. Effective targeted messaging without D-Mail

Scott Sherman will review a concern raised in the Teaching & Learning Portfolio about difficulties reaching campus constituents since the change in mass e-mailing procedures.

This is a discussion item.

7. Curriculum Services review

Cory Stokes will review the Curriculum Services teams (Curriculum Management, Curriculum Compliance, UOnline, TLT) under his leadership and the types of IT projects on which they are focused.

[Slides for this presentation are available on Box.](#)

8. Gartner Symposium review

Steve Hess will talk about the Gartner IT Symposium's take on the future of higher education and how technology will be central to delivering a quality education. These will be important considerations for SITC as it weighs the strategic direction of IT at The University of Utah.

9. Content management systems for the Web

Deputy CIO Ken Pink will briefly discuss a topic mentioned in the Enterprise Web Advisory Council as an information item.

10. Open floor

Any issues that need to be discussed here publicly before we next meet?