THE UNIVERSITY OF UTAH®

SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE
DATE: November 28, 2017
TIME: 2-4 p.m.
LOCATION: Winder Boardroom, Park Building

IN ATTENDANCE:

Cathy Anderson	Mary Burbank	Holly Christmas	Bo Foreman
Demian Hanks	Steve Hess	John Horel	Mike Kirby
Nancy Lombardo	Harish Maringanti	Ken Nye	Kevin Runolfson
Rick Smith	Cory Stokes	Jim Turnbull	Rob White
Thomas Wolfe			

COMMITTEE SUPPORT: Emily Rushton, Scott Sherman

UNABLE TO ATTEND:

Melissa Bernstein	Kirsten Butcher	James Elder	Aaron Fogelson
James Herron	Jakob Jensen	Andrew Olson	Mary Parker
Ryan Smith	Mike Strong	Jess Taverna	Jeff West
Joanne Yaffe			

AGENDA ITEMS:
- Google Search Appliance replacement
- Central software strategy
- Third-party desktop support and computer repair
- University-wide IT training
- Review updated campus strategic plan
- Effective targeted messaging without D-Mail
- Curriculum Management Services review
- Gartner Symposium review
- Content management systems for the Web

Google Search Appliance replacement

Barb Iannucci, associate director for USS Content Management & Usability, gave an update on the replacement search for the Google Search Appliance (GSA), which Google is retiring soon. Iannucci led a task force appointed by the Enterprise Web Advisory Council (EWAC) to make recommendations around the future of search on campus websites. She recapped options the task force considered (commercial solutions, Google Custom Search Engine (GCSE), or open-source software), the pros and cons for each option, and the most important aspects to consider (e.g. quality of search results, enterprise vs. public search, current vs. future state, cost and resources required, and ease of administration/reporting).

Iannucci explained that the U's GSA contract expires in May 2018, but that it could be extended until December 2018 at a cost of $52,000. However, the deadline to exercise that extention is December

2017. The task force's recommendation, which was approved by the EWAC, is to transition to the GCSE in the short-term and continue to evaluate the rapidly changing enterprise search environment. This solution will likely not meet the needs of the Faculty Activity Report group and UHealth, which use more advanced search features, but those groups are part of EWAC and agreed with the recommendation.

The committee then spent some time discussing the cost and implications of FAR / UHealth purchasing their own solution, as well as whether both groups would be able to transition off of the GSA in time without the extension (Iannucci confirmed that campus would be able to transition off of the GCSE without the extension). A UHealth representative was not present, so the committee was unable to confirm some information regarding its position. After some discussion, the committee felt it would be too risky to not purchase the extension, and a motion was made to vote to approve the extension *unless* the FAR and UHealth teams reconfirm that they do not need the extension before December 31, 2017. A vote was held and the motion was approved.

Final Note: After the meeting concluded, all parties conferred and it was determined that the extension was not needed so no purchase was made.

Central software strategy

Cory Stokes, UOnline director and associate dean for Undergraduate Studies, led a discussion about software procurement at the U, and walked through a suggested process for how software should be procured. He emphasized that procurement should be the second-to-last step, but that many of the early steps – such as prioritization and process work – are often overlooked at the U. The committee discussed the challenges with enforcing this type of process when the current reality is so decentralized, but in the end, there was general agreement in the room on the proposed process. It was suggested that it be brought to the Council of Academic Deans for input before creating a policy.

Third-party desktop support and computer repair

Steve Hess, Chief Information Officer, led a discussion on whether a problem exists within the University wherein departments are hiring outside/third-party desktop support (based on a recent example of this happening) and, if so, whether a policy should be created to govern the issue. The committee discussed the security implications of having non-University employees handling machines with potentially sensitive data, and the Information Security Office was assigned to study this and come back to SITC with ideas and/or a proposal to address the issue.

University-wide IT training

Hess led a discussion on University-wide IT training and the gaps that exist, largely due to budget constraints, across various departments, colleges, and offices at the U. He explained that University Information Technology (UIT) is working on a plan to assess what the current training gaps are, then create a proposal to address how IT training can be better provided across campus regardless.

Review updated campus strategic plan

Hess showed an updated version of the campus IT strategic plan, which has been edited to include the discussion points from the SWOT analysis performed in the September SITC meeting. After one member remarked on the importance of following up one point in particular – evaluating the competitive local IT landscape – the committee voted to approve the changes to the plan.

Effective targeted messaging without D-Mail

Scott Sherman, special assistant to the CIO, facilitated a discussion about effective targeted messaging at the U. The issue had been brought up in a previous Teaching & Learing Portfolio meeting, with one member noting the difficulty in reaching faculty about specific training seminars now that D-Mail (a University-wide email blast) is no longer used except in situations of life/safety, compliance, and presidential messages. The group discussed the various ways and tools the U provides to communicate in place of D-Mail, with *This Week @TheU* being the primary method. One member commented that *@TheU* simply isn't working to reach faculty, and the group discussed ways to address this problem. Stokes suggested an effective solution would be part of an overall campus mobile strategy, and that the SITC should put together a group to work on that issue. The committee agreed to form a mobile strategy task force.

Curriculum Management Services review

Stokes briefly presented on everything his group does, including UOnline and compliance, curriculum services, and Teaching & Learning Technologies. He reviewed various statistics, including how many students have enrolled in at least one online class (52%), the faculty adoption rate of Canvas (62%), and number of help tickets TLT resolved at the beginning of Fall semester (8,500 tickets with a 96% satisfaction rating). TLT also updated 122 classrooms on campus last year, as well as facilitated 41,000 minutes of video captioning. Stokes also talked about a few applications that will be deployed and integrated with Canvas over the next year, and the group discussed ways in which faculty can be encouraged to use Canvas more.

Gartner Symposium review

Hess reviewed the 2017 Gartner Symposium, which a number of UIT employees attended this year, and the various themes and ideas he took away from the conference, including the pros and cons of

cloud vs. on-premise applications, simplifying IT applications, using automation as much as possible, accommodating personalization in the educational experience, the importance of security, and the future of enterprise resource planning.

Content management systems for the web

Ken Pink, Deputy CIO, explained that the Enterprise Web Advisory Council will createe a sub-committee to look at content management systems in use at the U and whether it is possible to consolidate those tools and satisfy the needs of all groups on campus. The group briefly discussed ensuring equal representation on the sub-committee, academic freedom for faculty webpages, and security issues with some of the CMS solutions that exist today. Ultimately the sub-committee hopes to find a secure solution that will provide a more consistent set of templates and web presence across all U. websites. Any ideas, recommendations, or decisions will be presented to SITC.

Action summary			
Action	**Topic**	**Person/Group**	**Next step**
Approved	Google Search Appliance replacement extension	Committee	The extension fee of $52,000 will be paid *unless* the FAR and UHealth teams indicate that they do not need the extension before December 31, 2017. Update as of the Dec. 1, 2017, EWAC meeting: Both FAR and UHealth indicated that they **do not** need the extension, so it will **not** be purchased.
Approved	Updated campus strategic plan	Committee	The revised plan will be posted to http://it.utah.edu.