

SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE

DATE: November 20, 2018

TIME: 1:00 p.m. – 2:45 p.m.

LOCATION: Winder Boardroom, Park Building

IN ATTENDANCE:

Kirsten Butcher	Holly Christmas	Demian Hanks	Cynthia Furse	Steve Hess
Eric Eide	Nancy Lombardo	Harish Maringanti	Ken Nye	Cory Stokes
Jim Turnbull	Jeff West	Rob White		

COMMITTEE SUPPORT: Jesse Drake, Emily Rushton

UNABLE TO ATTEND:

Cathy Anderson	Rebwar Baesmat	Melissa Bernstein	James Elder	Aaron Fogelson
Bo Foreman	James Herron	Jakob Jensen	Mary Parker	Colton Rogers
Rick Smith	Ryan Smith	Jess Taverna	Howard Weeks	Thomas Wolfe
Joanne Yaffe				

AGENDA ITEMS DISCUSSED:

- Policy 4-003 revision
- Review 2018-2020 campus IT strategic plan
- Account access plan
- Advancement CRM project
- Enterprise software policy
- Open floor

Policy 4-003 revision

Pat Hanna, professor of philosophy and linguistics, gave an update on the university's [World Wide Web Resources Policy 4-003](#), which is in the process of being rewritten.

The [Enterprise Web Advisory Committee](#) (EWAC) approved a subcommittee to move forward with the policy revision in September 2017, and has been reviewing and providing feedback since. The latest draft has been approved by EWAC.

Hanna noted some key changes to the Policy 4-003, notably more stringent enforcement of copyright regulations, clearly defined webmaster responsibilities, and compliance to a baseline accessibility standard. Committee members discussed the extent to which the accessibility standard would impact web applications. Hanna said she would bring this and other policy questions to the Office of General Counsel.

SITC Chair Cynthia Furse said that it's essential in the policy comments and before the rollout to communicate the policy's rationale, that it's a work in progress, and outline resources to help campus website administrators to meet its requirements. Hanna asked SITC members to review the latest version of the policy and contact her with suggested revisions. EWAC will have further discussions around how the policy will be implemented.

Review of the 2018-2020 campus IT strategic plan

CIO Steve Hess presented an overview of updates made to the campus IT strategic plan for the 2018-2020 fiscal years, which includes 41 projects and initiatives. The plan is intended to align IT services with the university's strategic goals, eliminate duplication of core services, avoid disruption, and set an overarching roadmap for future IT initiatives, among other things.

Hess noted that the IT strategic plan was spurred by a Deloitte Consulting assessment and informed by third-party data such as EDUCAUSE's annual Top 10 IT Issues report. He gave a brief overview of a SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats) related to cybersecurity threats internal and external to university. Educause's 2018 report identified information security strategy as the top IT issue facing higher education.

The committee voted to approve the plan.

Account access plan

Chris Stucker, associate director of Identity and Access Management, gave an update on a project to archive inactive Active Directory-based accounts. The plan is designed to streamline centrally-administered AD-based account management and reduce risk for the University of Utah. It impacts users who are not current employees, students, or affiliates, and who have not accessed their accounts in the past 18 months, in addition to other criteria.

Stucker presented on this topic at the September 18 SITC meeting, where he was asked to return with a formal execution plan. Stucker gave an overview of the communications plan. The committee voted to approve the plan, which entails UIT Strategic Communication pursuing several communication channels, including two versions of an email — one to university stakeholders, and a second to approximately 270,000 targeted users identified as having inactive AD-based accounts. Since this meeting, both emails have been distributed, and a [knowledge base article](#) has been published. The go-live date for this change is December 18, 2018, and archiving will continue monthly thereafter.

Advancement CRM project

Deputy CIO Ken Pink gave an update on the progress of the university's Advancement Customer Relationship Management (CRM) project. Pink said CRM platform Salesforce was selected by the Office of Advancement and the Development Office in July to drive the U's donation system, with implementation beginning in September, and use cases currently being evaluated in the College of Law.

In May, SITC voted to move forward with the formation of an ad-hoc group to explore the need for a CRM strategy at the U, and UIT sent a survey about CRM software use to cognizant university stakeholders. The goal of these efforts is to better align CRM offerings and support for university organizations. This was an information-only item.

Enterprise software policy

Pink updated committee members on a new enterprise software policy for the U. SITC first approved the policy concept in May, in addition to the latest iteration of the policy that incorporated feedback from SITC. Pink took that version of the policy to the Institutional Policy Committee (IPC), which then advised to make

the enterprise software policy a rule under a more general software policy that outlines how software is defined as an institution, and who cognizant stakeholders are. Additionally, the IPC requested a category to include student-facing software as an enterprise-class software. The committee spent some time discussing the implications of this and the potential conflicts this might present for units/colleges that purchase digital course materials or small package applications used in virtual labs. A number of committee members disagreed that all software should fall under a broad policy, due to 1) the large number of software utilized by individual colleges/departments across campus, and 2) the lack of time and resources available to actually enforce this type of policy. Ken agreed to take this feedback to the IPC and return to SITC at a future date for further discussion. This was an information-only item.

Open floor - Canvas catalog

Jon Thomas, director of Teaching & Learning Technologies, gave a brief overview of Canvas Catalog. This add-on module to Canvas tracks progress and is used to create completion certificates for lab-specific training activities.

Thomas asked SITC members to report back to him if they foresee a need to use this PeopleSoft-integrated feature outside of TLT. His group, he added, would handle support. In terms of cost, Thomas said that one department has offered to pay outright for the technology, which would be defrayed as other groups are added. Cory Stokes, associate dean of Undergraduate Studies and UOnline director, said that they did look into Bridge, the training and development tool used by the U’s Division of Human Resources, but the platform didn’t meet their needs. This was an information-only item.

Action summary			
Action	Topic	Person/Group	Next steps
Approved	Review 2018-2020 campus IT strategic plan	Office of the CIO	Ongoing development of the plan, as needed.
Approved	Account access plan	UIT StratComm/IAM	UIT’s Strategic Communication group is handling communications for the project, which will go live 12/18/18, and monthly thereafter.