

SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE

DATE: January 17, 2017

TIME: 2-4 p.m.

LOCATION: Dumke Room, Eccles Broadcast Center

IN ATTENDANCE:

Mark Beekhuizen	Mary Burbank	Kirsten Butcher	Demian Hanks
Steve Hess	Matt Irsik	Mike Kirby	Jim Livingston
Nancy Lombardo	Bill Lutz	Harish Maringanti	Michael McIntosh
Paula Millington	Ken Nye	Ken Pink	Steven Seal
Mark Simpson	Rick Smith	Cory Stokes	Jess Taverna
Rob White	Cassandra Van Buren	Jeff West	Amy Wildermuth

COMMITTEE SUPPORT: Jesse Drake, Scott Sherman

UNABLE TO ATTEND:

Cathy Anderson	Melissa Bernstein	Holly Christmas	James Elder
Aaron Fogelson	Bo Foreman	James Herron	John Horrel
Jakob Jensen	Andrew Olson	Mary Parker	Kevin Runolfson
Ryan Smith	Mike Strong	Jim Turnbull	Joanne Yaffe

AGENDA ITEMS DISCUSSED:

- E-signature survey results
- Student technology survey results
- Adopting general use classroom space A/V standards
- Software Anywhere summit recap
- Student appointment and virtual consultation platform RFP
- Open floor

E-signature survey results

UIT Strategic Communication Associate Director Cassandra Van Buren and UIT's Vendor Manager Bill Lutz reviewed a survey from November on electronic signature tools in use at the University. Findings revealed multiple decentralized e-signature agreements and software types in use on campus. Preliminary data shows an interest among departments to expand access to the toolset, however, a single campus-wide agreement that leverages the University's collective buying power doesn't currently exist.

The group were presented with options that included annual subscription-based contracts with Adobe Sign or DocuSign rolled into existing agreements; integration with Active Directory Single Sign-On (Incommon/Shibboleth); integration with third party apps like Microsoft O365, Google Apps for Education, Box and others; Open API application program interface for customizing workflows; enterprise-class security compliance (Section 508, HIPAA, FERPA, etc.); product compatibility requirements; and post-sales service and support.

One member asked if a central agreement could be in place within a year; Lutz said yes. If time is a

constraint, another member suggested, at least initially, signing a contract with DocuSign in light of the U's Internet2 membership.

The committee voted to move forward with a more thorough analysis. Lutz and the Office of Software Licensing (OSL) will take the lead on requirements gathering and a campus-level needs analysis. The Office of the CIO will investigate a possible Utah System of Higher Education (USHE) agreement. The analyses will happen in parallel, with priority placed on determining need and possible funding models for a campus agreement as quickly as possible, reporting back to SITC once complete.

Student technology survey results

Teaching and Learning Technologies (TLT) Director Jon Thomas reviewed key findings from a survey on student technology issues that was created to inform Learning Spaces decisions by the Teaching & Learning Portfolio and overall IT spending. The response came from 645 students (12.35%).

Key findings:

- **Devices:** 91% of respondents have a laptop (74% carry on a weekly basis); 97% have a smartphone (93% carry on a daily basis).
- **Labs:** The most frequented computer labs were in Marriott Library and colleges/departments; the least used were in the Student Union and Residence Halls, however, freshmen were not part of the survey group. Technical support and 3-D printing labs were lightly used, but students reacted negatively to the prospect of losing these services. One member argued that while 3-D printing appears to be in low demand, it's a time-intensive process, and therefore difficult to assess the need based on preliminary figures. Revealed by free-form responses, students ranked "quiet spaces," wireless access, charging stations, and powered furniture highly, expressed moderate interest in collaborative study stations, with secondary monitors favored by only a fraction of students.
- **Free printing:** Students indicated a strong desire to receive free printing services. Thomas proposed allotting students with a limited number of free copies per year, similar to a card-swipe program at Utah State University.

Recommendations included: reduce the number of work stations within the labs, stand-alone print stations, ensure an easy and common printing service, and investigate a free printing program for students. Matt Irsik addressed computer reduction at Marriott Library, where he serves as director for user support and computing services. Computers on Marriott's second-floor Knowledge Commons, he said, never exceeded 76 percent use. In response, 20 systems were cut last year, along with 42 in the Union and 12 in residence halls, estimated to save \$110,000 a year. Irsik also noted that checkout services continue to grow: in 2012, students checked out 12,000 items; in 2016, that number increased to 53,000. In terms of items being checked out, in 2013, six laptops were checked out 640 times; in 2016, 78 were checked out 12,000 times.

Adopting general use classroom space A/V standards

Thomas discussed current campus audio/visual standards in classrooms and other campus spaces. He proposed requiring that for any A/V installation that deviates from the campus standards, the installer

be required to provide the University with documentation about the installation and the programmatic coding embedded into the room controller module. Other possible changes discussed include advancing the use of University-wide A/V standards, accounting for A/V refurbishment cost and lifecycle for new construction projects, and working with the [Architecture and New Technology Committee](#) (ANTC) to refine future standard specifications for Foundation Rooms. The committee approved TLT moving forward with contacting Facilities Management and the Senate Advisory Committee on IT and returning to SITC with updated information, as well as working with ANTC to discuss tying non-standard rooms to TLT's Fusion server for performance monitoring.

Software Anywhere summit recap

Cory Stokes, associate dean of Undergraduate Studies and UOnline Director, reviewed the December Software Anywhere summit, which looked at virtual desktop and software virtualization opportunities. The summit – sponsored by the Integrated Student Team (which Stokes co-chairs), Marriott Library, and UIT — identified significant barriers and challenges around the University's computer-lab-based model for providing students with the software they need for their classes, projects and research.

After much discussion, the SITC agreed to ask the ANTC to appoint a group to identify use cases across campus and evaluate the gap between those use cases and current offerings. The result will come back to the SITC for consideration.

Student appointment and virtual consultation platform RFP

Some areas of campus have organically adopted a shared solution called Appointment Manager, which Stokes said has not proved to handle the University's needs at scale. As the University expands its online degree offerings and operates learning sites around the world, student support and consultation services, he said, must be available to all students regardless of proximity to main campus.

The committee approved a Request for Proposals to solicit options for and allow for the selection and implementation of a cloud-hosted, fully interactive, Skype-like appointment management platform before the current E2E Appointment Manager license expires in August 2017. Any proposed service platform must seamlessly integrate into a virtual student consultations platform optimized for facilitating 1-to-1 or small-group sessions through a web browser and/or mobile device.

Open floor

Chief Information Officer Steve Hess updated the committee on the two-factor authentication requirement, which went into effect for University employees on December 28, 2016. Scott Sherman, Special Assistant to the CIO, noted that it's been year since the University adopted a new IT governance process, and he will solicit feedback from members on improvements.

Action summary			
Action	Topic	Person/Group	Next step
Approved	E-signature analysis	Portfolio	The Office of Software Licensing (OSL) will take the lead on requirements gathering and a campus-level needs analysis; The Office of the CIO will investigate a possible Utah System of Higher Education (USHE) agreement.
Approved	General-use classroom A/V standards	Portfolio	TLT will contact Facilities Management and the Senate Advisory Committee on IT, returning to SITC with updated information, as well as working with ANTC to discuss tying non-standard rooms to TLT's Fusion server for performance monitoring.
Approved	Architecting/coordinating Software Anywhere for students	Portfolio	Establish a working group to map out software access, licensing and student support use cases.
Approved	Appointment management platform	Portfolio	RFP will solicit options for a new appointment management platform.