

SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE

DATE: March 21, 2017

TIME: 3–5 p.m.

LOCATION: Dumke Room, Eccles Broadcast Center

IN ATTENDANCE:

Cathy Anderson	Kirsten Butcher	Holly Christmas	Bo Foreman
Demian Hanks	Steve Hess	Mike Kirby	Harish Maringanti
Ken Nye	Jess Taverna	Jim Turnbull	Amy Wildermuth
Joanne Yaffe			

COMMITTEE SUPPORT: Emily Rushton, Scott Sherman

UNABLE TO ATTEND:

Melissa Bernstein	James Elder	Aaron Fogelson	James Herron
John Horel	Jakob Jensen	Nancy Lombardo	Andrew Olson
Mary Parker	Kevin Runolfson	Ryan Smith	Mike Strong
Jeff West	Rob White		

AGENDA ITEMS DISCUSSED:

- Service request – low-code ELA for app development
- CIS portal redesign
- PeopleSoft Financial 9.2 upgrade
- Campus-wide electricity usage monitoring
- Overview of student computing fee requests
- Open floor

Service request – low-code ELA for app development

Ian Harvey, research associate professor for the College of Engineering, completed an Add Service request to add a low-code development platform for new app development and presented this request to the committee. He said given the uniqueness and advanced capabilities of the Utah Nanofab (of which Harvey is associate director), they are trying to create a system that will allow them to grow their facilities and be more user-friendly, in addition to adding more security features. They've found a low-code development platform, which is in use by Georgia Tech, that would allow them to very quickly develop and dynamically modify the code, which would allow them to modify/grow their lab the way they're hoping to do. Harvey said the plan would be to start running base code developed by Georgia Tech, modify it, deploy it, and begin running by July 1, 2017. His service request was essentially a question of whether the U would want to deploy this platform as an enterprise license agreement across campus and allow other organizations to utilize it for their labs.

After some discussion, Amy Wildermuth, AVP for Academic Affairs, clarified the request, which was to figure out if the request should be moved to the next stage where U resources are devoted to further evaluation for a full business case.

Deputy CIO Ken Pink then suggested Harvey's group look into ServiceNow, a low-code platform already in use on campus, as an alternative before investing in a new solution. There was general agreement from the committee on this idea. Harvey agreed to look into ServiceNow to see whether it would fit his group's needs before proceeding with the solution used at Georgia Tech. If he determines ServiceNow will not work for their needs, Harvey will come back to SITC to revisit the new service request topic.

CIS portal redesign

Marv Hawkins, associate director for University Support Services' product management team, discussed upcoming changes to the Campus Information System (CIS) portal. CIS has not been redesigned since 2003, and Hawkins explained that based on anecdotal feedback and results from a number of formal/informal surveys that the CIS portal is currently dated and difficult to use, with many redundant pagelets that display across multiple tabs. It also does not support mobile access. With the features being provided through a PeopleTools update, USS will be able to consolidate the redundancies and give the CIS portal a modern, mobile-friendly user interface. Hawkins also explained they've been using Google Analytics over the past 9 months to track the link usage in CIS and are using this data in the new designs to position the most-used CIS resources so they are easier to find.

The team has met with about 25 groups across campus to get use cases and test the new design. Hawkins then showed the committee a conceptual drawing of what the new portal will look like, and the committee had a number of questions regarding organization of link tiles, which features will be available, which groups on campus have been engaged, and so on. CIO Steve Hess commented that the Integrated Student Team (IST) should be more involved as the project moves forward, and the committee agreed. Amy Wildermuth also requested more input on the look and feel for faculty.

This item was information-only, and the committee asked Hawkins to come back to a future SITC meeting once the new CIS has been deployed (target date June 10). The committee also applauded Marv for taking up this long-overdue effort.

PeopleSoft Financial 9.2 upgrade

Hawkins also led this discussion regarding upcoming upgrades to the PeopleSoft Financial system. As of December 2017, the version of PeopleSoft Financial that the U is running will no longer be supported by Oracle, as it is two versions behind. The plan is to upgrade to version 9.2 for Financial (and 8.55 for PeopleTools). This new upgrade will also include a feature that allows the U to "pick and choose" which features are needed, as opposed to being required to install all features in previous versions (whether

or not they were needed). Hawkins gave a quick review of the timeline, noting that it is aggressive, with a go-live of October 13, 2017. Ken Pink pointed out that Oracle is committed to supporting version 9.2 through 2027. Steve Hess posed the question of eliminating customizations during this upgrade process, and Hawkins said they'll be looking at that over time, but with the aggressive timeline they're focusing on simply getting the upgrade complete first. The committee briefly discussed the cost of continuing to do PeopleSoft upgrades and paying for maintenance for on-premise vs. the cloud, with the general feeling being to stay on premise for now due to cost of the cloud solution. Amy Wildermuth also asked for confirmation that the default assumption was to do all upgrades to PeopleSoft unless it was brought to SITC for approval not to do an upgrade. It was agreed that that was the approach for UIT. There were no further questions.

Campus-wide electricity usage monitoring

Ken Pink discussed the recent addition of network-connected electricity usage meters that have been installed throughout campus. Facilities Management (FM) has been tasked with ensuring all meters on campus can be centrally connected and monitored for current usage. Initially there were complications with getting network connectivity into the meters, so FM has been working with UIT over the past eight weeks to fix that issue. The Business Intelligence group has also been engaged to pull the meter data into the U's institutional-wide operational data store, so that anyone who needs access to it will be able to get the data.

Amy Wildermuth pointed out that students also want to know how buildings are consuming electricity, and she emphasized the need for making dashboards available showing building energy usage, especially in relation to sustainability goals and efforts across campus. Pink said there are plans to do this with gas and water, as well. There was some brief discussion regarding the process of keeping local IT staff informed when something like the meter is added to a networking closet so it isn't accidentally unplugged by staff who do not know what the item is.

Overview of Student Computing Fee requests

At a previous meeting, the SITC made some changes to the funding priorities for the Teaching and Learning Portfolio to consider as it weighed requests for Student Computing Fee money. Amy Wildermuth reviewed the funding priorities that SITC had approved, and opened the floor for discussion. Scott Sherman, special assistant to the CIO, showed a chart with this year's requests broken into major and sub-categories. There were a couple of requests that came in that were included in the "do not fund" category, but overall, Teaching and Learning Technologies director Jon Thomas said those types of ineligible requests were fewer compared with previous years.

There was general discussion on the types of items that had been requested. Wildermuth pointed out the number of virtualization-related requests, and asked if these were one-time funds or ongoing. Cory

Stokes, associate dean of Undergraduate Studies and UOnline director, clarified that the Teaching & Learning portfolio has always viewed these funds as one-time because there’s no guarantee on amounts available in future years. Stokes reminded the committee about the working group formed by ANTC that has been tasked with delivering a preliminary report on providing “software anywhere” by June 2017, including current use cases, five-year horizon use cases, architectural vision, and sustainability rationalization. He said the portfolio would be trying to balance the need to take care of current students and college needs vs. looking to the future regarding what the ultimate architecture should be at an enterprise level if the working group determines that’s the best solution.

The committee also had a lively discussion about the computing fee allocation process in general, and the strategic nature of how those funds support IT operations on campus. There was general agreement to bring this topic as the sole topic for a future SITC meeting to discuss the overall use of the funds, the process by which they are distributed, and whether the current process encourages the most strategic use of those funds.

Action summary			
Action	Topic	Person/Group	Next step
N/A	No items were voted on.		