# Information Technology

**January 17, 2019**
**3:30-4:30 p.m.**
**Crouse 119**

**Present: John Corby, Linda Barrett, Kevin Feezel,  Scott Randby, Meghan Meeker**

**Agenda was adopted.**
**Minutes from 12/14/18 were approved.**
**Update on Open Kiosks issue - Nathan Mortimer and Jolene Lane**

- Options were to either remove kiosks or require users to login to use kiosks.
- Many potential users of the kiosks instead use smartphones.  Kiosks are not extensively used, therefore reducing the need for so many stations.
- Guests asked the committee to bring issue to University Council.
- After the changes are implemented and some time passes, the committee will evaluate the effectiveness of changes (removal/login).
- Resolution:  All kiosks will require login, except in Bierce

**Goal #1:  Identity Management - Kurt Eckert**

- Working to implement two-factor authentication.
- Searching for medium/service with the most support/options for ways to authenticate (online and offline methods).
- Guest will look at other Universities for possible vendors.
- Timeline: draft completed in February.
- Looking into costs associated with hardware methods to authenticate.

**Goal #2:  Laptop Refresh**

- Targeting 7-10 year old machines to refresh
- Finished going through full time faculty.
- Labs not managed by IT are under the control of the department.
- Faculty Senate and the committee are still considering how to supply part-time faculty with equipment.
- If there are 200-300 part time faculty without devices, IT will not be able to supply them with new devices.

**Goal #3:  Communication between IT and users**

- Footprints 12 went live over break.
- Far better experience for administrators and users.


**Goal #4:  Network space and retention policy**

- Create help page for users after removing ZipSpace.
- There are many free and paid options to webhost.

# Minutes

# Information Technology

**February 15, 2019**
**3:30-4:30 p.m.**
**Crouse 119**

The University of Akron
University Council

**Present:  John Corby; Linda Barrett; Scott Randby,; Aimee DeChambeau; Joan Busic; Enoch Damson**

1.  Agenda adopted

2.  Minutes from 1/17/2019 approved

3.  Open Kiosks

    a.  Our motion was unanimously approved by UC.

    b.  Removal has already begun, and plans are being made to put log-in on those that will remain.

4.  Goal #1:  Identity Management

    a.  Progress on two-factor authentication

        i.  Scott is meeting with Kurt & Mike Land to write an RFP.

        ii.  The product would need to work with desk-top email clients, and also with VPN.

        iii.  RFP to be released in March.

5.  Goal #2:  Laptop Refresh

    a.  Working towards a 5-year cycle refresh.

    b.  Need to clarify if auxiliaries are to be included in a 5-year cycle.

    c.  Not many part-time faculty have requested units.

        i.  Scott suggests sending an email to them using the Faculty Senate email list. He can facilitate this.

    d.  Asset tracking will be key to implementing a successful refresh cycle.  This will be in place by fall.

6.  Goal #3:  Communication between IT and users

    a.  Footprints upgrade and the IT website.

    b.  Trying to change the website to be more service-oriented.

    c.  John will bring info on this to our next meeting.

7. Goal #4: Network space and retention policy

   a. John will have an update on communications that will come relative to the complete retirement of Zipspace at our next meeting.

8. New Business

   a. April will be our presentation to UC.

**Next Meeting:  March 15, 3:30, Crouse 119**

# Minutes

# Information Technology

**March 15, 2019**
**3:30-4:30 p.m.**
**Crouse 119**

**Present:  John Corby, Appointed Administrator; Linda Barrett, Chair; Kevin Feezel, Secretary; Scott Randby, Vice Chair; Aimee DeChambeau; Eric Kreider; Joan Busic; Enoch Damson**

1. Agenda adopted

2. Minutes from 2/15/2019 approved

3. Kiosks:

   a.  Most have been removed

   b.  Are working on those that are staying; should have authentication installed by this week.

4. Goal #1:  Identity Management

   a.  Employee working on this has resigned

   b.  Budget for next year has been cut; will need to evaluate open-source options. This will necessitate a pause in progress on this.

5. Goal #2:  Laptop Refresh

   a.  Replacing any device older than five years (staff or faculty primary device). There are more than 400 devices older than five years.

   b.  For part time faculty:  more than 250 devices will be available.  Will work out a process and communication plan for making sure the part time faculty are aware of this.

   c.  IT will perform the swap. Will be using asset-tracking technology in the Footprints upgrade to keep better track of where everything is deployed.

   d.  Still need to figure out how to replace on an on-going cycle (not all at once).

6. Goal #3:  Communication between IT and users

   a.  The Footprints upgrade will be active soon

      i.  Everyone can log in directly and submit a ticket.

      ii.  Features include chat, forms, automated routing, internal wiki

b. There is a new mobile app (has been available for several months, but rolling out gradually). Plan to make a big push in the fall.

c. New web site for IT

    i. To be demoed in April meeting (Neal)

    ii. Set up from a more service standpoint; action-oriented.

7. Goal #4: Network space and retention policy

a. ZipSpace web server replacement: GitHub was acceptable to the user who had concerns about it, once the user was shown what was available. We need to work on communication about that possibility.

b. Work towards GitHub for Education

c. Continue to support some on-campus storage for special needs situations.

8. Preparation for presentation to UC at April meeting

9. New Business

**Next Meeting: Friday, April 19, 3:30, Crouse 119**

## Goals for 2018-2019:

| Goal | Priority Number | How Will Goal Be Measured? |
|---|---|---|
| Make recommendations about issues involving identity management and access to a variety of campus systems, including whether to implement multi factor authentication. | 1 | Committee issues report with recommendations regarding electronic access to various campus systems. |
| Make recommendations about how to implement a recurring and sustainable laptop and technology refresh program for all campus employees. | 2 | Committee issues recommendations for a recurring and sustainable laptop and technology refresh program for campus employees. |
| Make recommendations about how to improve effective communication between the IT department and users, including a lab portal, improvements to Footprints, and chatbot help. | 3 | Committee issues recommendations about how to improve effective communication between the IT department and users. |
| Explore issues regarding network space/storage, including the relationship with UA's official retention policy, and draft recommended guidelines. | 4 | Committee issues recommendations about network space/storage. |

# Minutes

# Information Technology

**April 19, 2019**
**3:30-4:30 p.m.**
**Crouse 119**

**Present:  John Corby, Linda Barrett, Chair; Scott Randby; Aimee DeChambeau; Eric Kreider; Joan Busic**

1. Agenda adopted.

2. Minutes from 3/15/2019 were approved.

3. Goal #1:  Identity Management

    a. Looking to move forward with Duo short term –maybe two years (dual-factor)

        i. Looking into doing internships with cyber-security students.

        ii. Coordinate with Scott to try to limit impact on faculty.

        iii. Plan is to not include students in the dual-factor authentication initially.

4. Goal #2:  Laptop Refresh

    a. Moving forward with the refresh:  about 100 units already deployed.

        i. Have already reached out to those IT has identified as eligible.

        ii. An announcement has been made seeking other equipment that might also qualify.

    b. Units that are being returned are being refurbished for part-time faculty

        i. Will work with Scott to communicate with part-time faculty in towards the end of the summer, and/or coordinate with part-time rep to Faculty Senate.

    c. Still looking at the idea of chromebooks

5. Goal #3:  Communication between IT and users

    a. Neal has asked to demo new web site to committee in May meeting

    b. Exploring how we might use chat-bots in with the help desk using a product included with our Microsoft license

6. Goal #4:  Network space and retention policy

    a. Still working on Github as a solution for certain former uses of ZipSpace.

    b. Discussed what we need to do about the "retention" part of this goal.

7. New Business
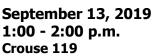
**Next Meeting:  Friday, May 10, 3:30, Crouse 119**

# UCIT Meeting Notes

Subject: University Council Information Technology Committee meeting
Location: Crouse 119
Date: *[2019-05-10 Fri 15:30]–[2019-05-10 Fri 16:30]*

**Present:  John Corby, Linda Barrett, Chair; Scott Randby; Aimee DeChambeau; Eric Kreider; Joan Busic; Enoch Damson; Kathryn McDonald-Miranda; Kevin Feezel**

1. Duo multi-factor authentication solution moving forward.
   • Implementation plan later this summer.
   • Not implementing for students.
   • Long term: Delivered solution with many customizations.
2. 30–50 laptops ordered each week on average.
   • Should be done with employee refresh by June.
   • Long term sustainable plan needs to be developed.
   • Asset management system being used to track hardware now.
   • 30–40 old units have been refurbished.
3. Footprints 12 demo • Customer portal exists.

   • https://footprints12.uakron.edu
   • Will try to be ready to roll this out to everyone by fall semester.
4. Zipspace going away by end of May.

# Minutes

# Information Technology

**September 13, 2019**
**1:00 - 2:00 p.m.**
**Crouse 119**

Present:  John Corby, Linda Barrett, Scott Randby, Ellen Perduyn, Eli Eubanks, Arnob Banik, Carrie Buo, Matthew Siemionko, Nathan Yost

1.  Adopt Agenda

    a.  Agenda adopted.

2.  Officers for 2019-2020

    a.  Elections were held for Chair and for Secretary.  Result:

        i.  Chair: Linda Barrett

        ii.  Secretary:  Ellen Perduyn

3.  Meeting schedule for remainder of 2019

    a.  Meetings scheduled 1:00 on Fridays:  October 11, November 8, December 13.

4.  Year-end report for 2018-2019.

    a.  Linda will write a year-end report and circulate it.

5.  Goals for 2019-2020

    a.  Discussion about possible goals for the year.  We ended with five potential goals, shown below, which will need to be refined at our next meeting.

6.  New Business

7.  Meeting adjourned at 2:00.

| Goal | Priority Number | How Will Goal Be Measured? |
|---|---|---|
| Make recommendations about identity management and access to campus systems for user accounts of different definitions (e.g., retirees, visiting researchers) | 1 | Committee issues report with recommendations. |
| Investigate tracking practices at the university in order to devise policy recommendations | 2 | Committee issues report with recommendations. |
| Investigate the feasibility of adopting a cloud ERP as replacement for PeopleSoft. | 3 | Committee issues report with recommendations. |
| Investigate the feasibility of using VOIP to replace phones on campus | 4 | Committee issues report with recommendations. |
| Explore issues regarding network space/storage, including the relationship with UA's official retention policy, and draft recommended guidelines. | 5 | Committee issues recommendations about network space/storage. |

# Minutes

# Information Technology

**October 11, 2019**
**1:00 - 2:00 p.m.**
**Crouse 119**

Present:  John Corby, Linda Barrett, Scott Randby, Enoch Damson, Eli Eubanks, Carrie Buo, Nathan Yost.

1. Adopt Agenda

    a. Agenda adopted.

2. Year-end report for 2018-2019

    a. Year-end report passed as circulated.

3. Goals for 2019-2020

    a. Discussion:

        i. Decided not to include the proposed goal on tracking.

        ii. PeopleSoft support is ending in 2029, so now is a good time for us to look at ERP needs and options.

    b. Goals passed as shown below.

4. New Business

    a. For next meeting:

        i. John will bring a proposal on changes to network IDs

        ii. John will bring information about:

            1. Current practices about different roles.

            2. VOIP.

5. Next meeting:  November 8, 2019, 1:00 PM.

6. Meeting adjourned at 1:50.

| Goal | Priority Number | How Will Goal Be Measured? |
|---|---|---|
| Make recommendations about identity management and access to campus systems for user accounts of different definitions (e.g., retirees, visiting researchers) | 1 | Committee issues report with recommendations. |
| Investigate the feasibility of using VOIP to replace phones on campus | 2 | Committee issues report with recommendations. |
| Investigate the feasibility of adopting a cloud ERP as replacement for PeopleSoft. | 3 | Committee issues report with recommendations. |
| Explore issues regarding network space/storage, including the relationship with UA's official retention policy, and draft recommended guidelines. | 4 | Committee issues recommendations about network space/storage. |

UC IT Meeting November 8, 2019

Attending:

John Corby, Linda Barrett, Scott Randby, Ellen Perduyn, Eli Eubanks, Aimee DeChambeau, Nathan Yost

Place: Crouse Hall 119

Approval of agenda: Randby, 2nd by Eubanks and approved.

Discussion:

Goal 1: Identity management and user access

John Corby talked about the proposal to auto-generate UA Net ID's, which the general counsel will consider next month. The issue is the turnaround time, and this would expedite access to the system when needed, in keeping with other institutions. It will also help in cases of separation and keeping ID's afterwards, which is an opportunity for compromise. John will see if HR can let us see proposals at the next meeting. That office is driving this effort because it affects their ability to on-board associates.

Scott Randby asked about multifactor authentication. John Corby reports that they are piloting this with Summit IT and then it would roll-out to all employees, not including students. Phase II could include students. He will ask Kurt Eckert, CISO, to give an update on that for the next meeting.

Goal 2: VOID to replace phones

Vendors had additional functionality than requested in the RFP, and there were substantial savings over analog currently provided by AT&T. (AT&T has replied with their VOIP to the RFP.) All honed would have to be replaced. Theoretically one can use a laptop. The new phones use a network jack or USB. Technically, a phone number is also not needed, just a name. But off-campus callers need a number. They are working through these considerations. John will arrange for a demo at the next meeting.

Goal 3: Cloud ERP to replace PeopleSoft

John Corby had a handout from 2015 but the fundamental information was still valid when a full review was done at that time. The reasons a replacement did not go through at that time were: no student system yet at the time; and consensus was that the university was not ready. At that time, there were no business analytics professionals available to do this project.

Gartner is the consulting firm for technology engaged as part of the effort in 2015, and still working at UA. Oracle & SAP are SAAS vendors. Ohio State Univ uses Workday. Not many vendors have integrated student systems. PeopleSoft's student system is almost 20 years old, and HR's is from 1997.

Desire to go to cloud-based because PS won't be supported on-premise at some point. Also, it is not being updated anymore except for regulatory changes.

Question: When we choose a new vendor, what if they go away (out of business, other)? John Corby said that vendor viability is important. Cloud product means we are stuck if they go away.

Transition to Oracle is easier than some others, use certified partners who give scripts.

Nathan Yost: Will jobs go away if go to cloud? Yes. DB and systems admin not as needed.

PeopleSoft has 4 – 6 changes per year (regulations not updates). Cloud systems have 2x/year. Customizations in PS are complex to update; w/ cloud (SAAS) vendors not as hard.

Oracle's PS: $4.5m / year currently. On top of that, departments are spending $750,000 a year for their own systems (International: Slate; Curriculum mgt: LeapFrog; development will be Blackbaud; Library management system)

Some of these could be replaced with ERP, but none have students integrations.

Reason to switch to cloud: predictable cost with 5-year agreement; more functionality; get rid of other vendors. PS is priced based on number of students but that cost does not fluctuate when UA enrollment goes down. Response time is vendor responsibly because they host it.

Replacement with cloud system is about same cost. SAAS must be phased in. Start with HR, then finance, then student. 3-year implementation.

Next step: Oracle and WorkDay functionality overview.


Goal 4: Network storage and retention policy

Noah Yost: actively migrating now form distributed services to network attached storage. Set up is so can back-up on campus. OneDrive – experimenting with back-up options. Microsoft teams based is an option. Departmental shares would be an option like H drive, with OneDrive client still on computer to synch.

Amy DeChambeau: Matt Williams has files on drive in archives. If server goes away, must decide. OneDrive is hard with big files. Departmental OneDrive would be like H Drive.


Next meeting: December 6. Location TBD in order to accommodate demonstration.

# Minutes

# Information Technology

**December 6, 2019**
**1:00 - 2:00 p.m.**
**Law School Room 182**

*The University of Akron*
*University Council*

Present: John Corby, Linda Barrett, Scott Randby, Ellen Perduyn, Enoch Damson, Aimee DeChambeau, Carrie Buo, Matthew Siemionko, Kevin Feezel, Eli Eubanks.

1. Agenda and Minutes

    a. Agenda adopted.

    b. Minutes of previous meeting approved.

2. Goal #1: Identity management and user access
    a. Kurt Eckert, Chief Information Security Officer: Update on two factor authentication and identity management process
        i. IDs automatically generated: Working on it
        ii. Multi-factor authentication:
            1. Going with Duo
            2. Use via app on a phone, hardware tokens, SMS text
            3. Application specific password for email clients
            4. Can issue codes via help desk when phones lost.
            5. Documentation on Duo website
            6. Begin rolling out in spring 2020 for Microsoft products, not Brightspace, My Akron, and other Shibboleth apps.
3. Goal #2: VOIP to replace phones
    a. Matt Williams, Director of Infrastructure Services: Update and demo on VOIP/Update on file systems effort
    b. Migrate to a modern voice platform that provides better call quality
    c. Potential timeline: Deployment finished by April 2021.
4. Goal #3: Cloud ERP to replace Peoplesoft
    a. Chris Muller, Director of Application Services: Review of leading Cloud ERP vendors and their offerings
        i. Cloud Enterprise Resource Planning
        ii. Oracle and Workday are the best options
            1. Student products are not complete but should be complete in 2021.
        iii. Might propose to replace CourseLeaf
        iv. Waiting to get approval for RFP.
        v. Timeline: 3--4 years
5. Goal #4: Network storage and retention policy