IT Leadership Meeting

**Date:** 03-01-19

**Time:** 10:30 AM – 11:30 PM

**Agenda**

Agenda Items (action items highlighted in red)

* Review meeting minutes from last meeting and action items/statuses – Scott

Notes:

CM - Do we have a date for the voice mail issues as part of the migration?

KM – Should be able to test by March 8.

CM – SPO important to discuss

SO/KM – we did discuss the BB to SPO on yesterday’s call and every college was represented. We will move forward with proposal.

Action Items – KM - testing by March 8 and SO - proposal to move forward for SPO

* Tech plan action items and assignments - Christine

Notes:

CM – Make sure we are all looking at tech plan and the items at the end. We all have a lot of work ahead of us so prepare. Divide and conquer.

SO – follow-up - we do have two meetings per month scheduled for the IT leadership group. We have 2 hours and then 1 hour after DTAC.

Action Items – ALL - Look at tech plan and prepare for a lot of work ahead of us.

* Acquisition process – Christine

CM – met with the ALO and accreditation states we need a program review written and implemented. We will go backwards and do a pilot process. SO will head it up complete it in the next two weeks.

Action Items – SO and CM – a lot of work in the next two weeks

* ACCJC update - Christine/Scott

CM – acquisition process document is important to go through. Wants help from this group on it. Review it and we will get it through our process. Look at comments everyone has made. Deborah will look into all comments and compile them and bring back to this group with recommendations. This is important for accreditation.

DS – map and diagram of it directors group vs steering committee

Action Items - CM – Will set a meeting up with Deborah about this acquisition process document.

* CISOA –All

CM – Deborah is reviewing banner and colleague. There are a few days setup at the end of March to meet with Ellucian and evaluate our use of colleague.

Action item – ALL - let’s get more out of colleague than what we are now.

* Data Warehouse Update - Scott/Ralph

CM – Discussion with Jerome and Dmitri about DW. The priority should be high. Let’s take it seriously. Major priority

RS – DR and RS have scheduled a meeting for Thursday. DW is a different infrastructure than a relational database. Two separate technologies and concepts.

What is it we are trying to accomplish with this project and problems we are trying to solve?

CM – bigger group had decided to go forward with Zogo. What is it the researchers want to see?

KM – let’s solve problems. Let’s get a list of problem we are trying to solve.

CM – Who was here when we chose DW? Do we have a list of requirements? It may be in RFP documents. Any discussion with researchers?

GS – we were relying on our researchers

SO – go back to RFP and requirements. College presidents were part of the meetings.

RS – researchers had asked for the product. They would understand the needs.

CM – The charrette in room 305 and we discussed district priorities.

DL – researchers and AR folks were going to build requirements

CM – we need to regroup and she will talk to the college presidents about this. Let’s find out what problems we are trying to solve and what we are trying to build. Continue on with meeting with DR and understand what he is trying to get out.

RS – fact tables, dimension tables and cubes. This is related to DW and Dmitri is really discussing relational.

Action Items – CM to discuss with college presidents. SO to find previous requirement documentation. RS and DR continue to meet.

* Portal Update – Kevin / Scott

KM – new app launchers, SCIP and hoonuit. Elumen, job speaker and people admin – next on deck. Notification hub – phase 1 – preferences panel, 28,000 users have joined. Next thing to use the notification system, replacement of first 2 know. End of April. Texting and e-mail sending. We purchased a 5 digit code. Better SLA, 1000 text a minute. Emergency notifications. The new First2Know2.

CM – Police and operations have been trained in the past. We don’t want anyone to use this same system for non-emergencies.

KM – short code is for emergencies only. System we are building is not just for emergency systems. Phase 2 – additions to the preferences panel to allow users to subscribe to communication channels. Information types; theatre, athletics, other interests. This will be after the emergency launch. AR will be invited into this system to remind students to complete registration to boost enrollment. We need to discuss if these are required or optional. If the student’s text STOP back, we do have to acknowledge. Workaround on emergency notifications, is a web link is sent that directs the student back to the portal. They can choose to opt out by removing their cell phone number and just enter in an e-mail address.

CM – investigate further if we allow them to opt out of emergencies or not. If you are an employee or a student, can we require some sort of notifications?

KM – because of BYOD, we are going to be required to respect their personal use of their devices. We are doing less of an opt out than a STOP, but they can go to the portal and remove their cell phone number. Employees are optional in this system. They do not have to provide any information.

KM- timeout of login can frustrate some users. We should consider solving the shared lab login problem. It will be a huge effort. None of the solutions are cheap or easy. This time out is for the users own safety.

Action Items – KM – SO and DN - Emergency system for PD to launch by late April

Action Item – leave the time out issue alone

* Operational subcommittee (see tech plan recommendation) - Christine

CM – in tech plan there is a recommendation for an operational sub-committee. Was there an operational subcommittee. Recommendations of how to put it together and how to include. Help with prioritization and approval process that makes a recommendation to DTAC. Gary, Ralph and Don were part of this.

RS – it was focused around the integrations to colleague. Discussed programming and integration around the ERP.

CM – prioritization is a challenge with the group. How do departments schedule their time and allocate resources? We are not adding more staff as a result. We have to find a balance between the requests and increased funding for staffing.

RS – mentioned Confluence, knowledge base and project list and workflow (gyra). Communication method to who perceived the project and champions, etc. The concept is building something that communicates to the campuses of what we are working on and what derives the order.

KM – we do need other people to prioritize among themselves. This does sound like a third group.

GS – It does come down to planning and scheduling. The end users should decide on the priorities and planning. We have all of this stuff to do and not think in a silo and set schedules so there are realistic.

Action Item - CM – we also need to set the resources and this operational subcommittee. ALL - Prepare and think about how this is going to happen. The acquisition process will help us with this.

* Fulton Move update – Christine

CM – no questions

* Placing WebAdvisor, self-service, canvas, etc. access in the portal only – Scott and Kevin

SO – later today marketing meeting to increase awareness. Don and I discussed redirecting URL bookmarks and traffic into the Portal.

DL – does anyone have any issues with this? It is a great way to redirect people to the portal. He suggest we take this direction. We understand some people may be confused or

GS – what are the advantages?

Group – all of the advantages of the portal. Messaging, bookmark manager, SSO, one place to seek information to succeed. Direct people to notifications. Great place to have people acknowledge computer use policy. Make the portal function based, such as registration, taxes, etc. Everything located in one spot.

JF – some focus groups in fall. List of things to get done. Some were user interface and other good ideas and to help some user experience. Suggestion to work on UI things.

CM – noticed the news area. Update – all news on the college websites is up-to date. It is only the DO that have not updated their news. Follow-up – web masters have to work with PIO’s.

JF – supportive of links and also to improve the portal – balance. Look and functionality is improved. Let’s find out about looking nice and useful.

Action – don’t redirect URL web systems for now.

* Supported Browsers – Kevin

KM – we need to get rid of IE. Microsoft has announced end of life. Let’s consider changing the default browser. Consider applications that students have to use. Let’s work on this.

Action – Dirs of IT - check labs and see if we can pull off without creating other issues.

Action – DN - Roll-out U 5.0 for Ellucian colleague.

* Rollout plan for installation of office 2019 – Scott

DL – we need to develop an OS, office, server and timeline for all software updates.

KM – server update projects are up to the colleges. The OS and office applications are s well.

Action plan – future agenda item to discuss this in detail.

* BB to SPO modern rewrite and migration – Kevin / Scott

KM – mostly covered in yesterday’s call. Matrix was discussed by golden 5. Attached to calendar item. Benefits and caveats of two major solutions.

Action Item – SO and CM - Work on the contract side and get a new timeline and budgets.

* Polycom – room based codec, add-hoc meetings, and desktop meetings – Christine/Scott/Kevin

CM – we have had issues with polycomm issues. Often it is user error. How are things working on campus that is causing problems?

GS – our users turn things on. DL – our techs turn things on

CM – the perception is things are not working. We have to try the most we can fix now.

Action – SO will work with Phil to provide and assessment and upgrades. Provide baseline for all room based systems. The system has become aged. We will consider Zoom for ad-hoc and one-off meetings.

We need to consider all solutions and SO will ask for consultation assistance. Let’s revisit this soon. We will develop some proposals.

* ~~Help with systems being implemented on the campus; Starfish, Maxient, Job Seeker, AIM, etc. – Scott~~