CCITP - Meeting Notes

Date: Thursday 8/3/17
Time: 2:00-3:30
Location: TLC215
Zoom: https://cuboulder.zoom.us/j/691449318

Next meeting is Thursday, SEPTEMBER 7

Attendees: Chris Bell, Gena Welk, Dylan Sallee, Dan Jones, Kerry Havens, Dave Goldhammer, Jenny Casanova, Teresa Rausch, Ron Richter, Grant Matheny, Jennifer Methlie (LASP), Steven Hart, Melanie Pappas, Scott Griffith, Deb Hamrick, Jeff Hoskin, James Dykes, Nischal Dangol (Registrar), Mitch Price (IBS), Jim McKown, Robert Dixon, Jon Sibray, Milap Sharma

Remote Attendees: Dave Normann, Orrie Gartner, Mark (no last name provided), Bryan Radke, Dan Herrick, Eric Galyon, Greg Hoppes, Julian (no last name provided), Dave Kohnke, Aaron (no last name provided), Rochelle Matthies.

Agenda:

<table>
<thead>
<tr>
<th></th>
<th>Topic</th>
<th>Time</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introductions and Announcements</td>
<td>5 min</td>
<td>Chris Bell</td>
</tr>
<tr>
<td>2</td>
<td>OIM Update</td>
<td>10 min</td>
<td>Kerry Havens and Dave Goldhammer</td>
</tr>
<tr>
<td>3</td>
<td>Procurement Service Center</td>
<td>25 min</td>
<td>Teresa Rausch and Jenny Casanova</td>
</tr>
<tr>
<td>4</td>
<td>AVC IT/CIO Q&amp;A</td>
<td>20 min</td>
<td>Larry Levine</td>
</tr>
<tr>
<td>5</td>
<td>Discussion of today's topics</td>
<td>25 min</td>
<td>Chris</td>
</tr>
<tr>
<td>6</td>
<td>Decision &amp; Action Item Review</td>
<td>5 min</td>
<td>Gena Welk</td>
</tr>
</tbody>
</table>
**Agenda 1: Introductions and Announcements**  
(led by Chris)

Dan Jones reminds us of the SaaS survey. Thank you to those who took it. Please take it if you haven’t already. It is anonymous. Here is the link:  
https://cuboulder.qualtrics.com/jfe/form/SV_3Id9wet1PddBa8R

The Student Printing Service will be changing. WEPA will replace Xerox and promises to provide an improved user experience with its Cloud Campus Printing kiosks. Instead of a $9 credit on student BuffOne cards, they will now have a $5 credit (which goes along with the decrease in printing price, from $0.10 to $0.08).

More info on the project is here:  
https://oit.colorado.edu/about-oit/project-management-office/oit-project-portfolio/wepa-cloud-campus-printing

Final information on the service will be here:  
https://oit.colorado.edu/services/teaching-learning-spaces/student-printing-and-scanning

The Buff OneCard will not yet work with these print stations. However, Larry says OIT is taking the responsibility to make that happen. Meetings still to come to address this.

**Agenda 2: OIM Update**  
(led by Kerry Havens and Dave Goldhammer)  
(Slides included at the end of these meeting minutes)

No more CUAccess, MIT Kerberos, Uniquid, Persistent Search, etc. The IAM team is changing the way identity is managed at CU. One big change occurred this week on Aug 1:  
https://oit.colorado.edu/news/18486

*ITP comment*: Communications from IAM were fantastic in regards to the Aug 1 changeover. The departments knew what to expect and had plenty of notice. It was greatly appreciated. Kudos to Kerry, Dave, and their team!

*ITP question*: How do users claim their accounts moving forward?  
*Dave G answers*: Currently it happens in CUIdm (cuidm.colorado.edu). OIT IAM (Identity and Access Management) is working on a custom interface, but CUIdm is still to be used for now. There will be lots of communications and documented guidance to be distributed when the eventual changeover happens.
Agenda 3: Procurement Service Center
(led by Teresa Rausch and Jenny Casanova)

Jenny is the new IT Commodity purchasing agent. She will be serving for OIT the role Sean Myers was previously providing.

Jenny has to sign all contracts for purchases requested by IT. If your purchase is $10K or under, and has no contract with it, and has no compliance obstacles, it will likely be processed quickly. (Details here: http://www.cu.edu/psc/purchasing-services) If you have questions, Jenny can always help walk you through it. Items requiring review do not always get automatically get flagged through CU Marketplace, so reach out to Jenny outside of the automated process to speed things up.

Larry asks: Where are these procurement procedures documented?
Teresa clarifies: PSC has not published a current process map because this has not proved useful in the past. However, procurement rules and purchasing services are all documented on PSC’s website: http://www.cu.edu/psc
Ultimately, if you are in doubt, email Jenny Casanova (Jennifer.Casanova@cu.edu) or Wendy Scheidegger (Wendy.Scheidegger@cu.edu).

Topic: What is PSC’s role in supporting Dan Jones and other initiatives such as ICT Review?
When managing a procurement, PSC must be sure to follow the guidance of the campus compliance offices, such as OIT Security. Procedures are being developed to guide PSC as to when/how/which purchases need to be flagged for review, and the optimal way to proceed.

If the item to be purchased contains a digital interface, then it will need pre-procurement review such as the ICT Review. This is because they (PSC) are concerned about legal and contractual requirements. Some projects are “high impact” while others are “low impact.” If low impact, the process is fairly easy. High impact purchases will be more complicated. One piece of the high impact purchase is a deeper accessibility review. Once reviewed, the accessibility office will “ink” the piece, add it to the contract, and send it to suppliers. Sometimes the legal dept gets involved because they don’t approve of the accessibility language that has been put into the contract (between CU and the supplier).

Because this is all so complicated, and because these are newer requirements, Pramila Patel (IT Accessibility Program Manager) is documenting for PSC when/how to get contract managers involved. The process being developed.

**If a vendor tells you they are going to turn you off, discontinue the service, or stop negotiations because of this review process, let Dan Jones know asap. Sometimes the Security office will allow an exception and “agree to negotiation in good faith” for a specified amount of time.
Another tip: Get ahead of the game when/if you can… Your department can ask Jenny to help plan for the upcoming year of purchases. Jenny will be happy to set up a consultation with you. Planning ahead of time can really simplify the process and streamline/minimize the headache.

In regards to process transparency and knowing where your request sits in the purchasing process…
In CU Marketplace, there is a comment section in the requisition record. This is where you can find out what place your contract/supplier/purchase is in process. If it’s not there, call Jenny for real-time updates. She checks on all stages of all contracts weekly. It is a priority to Jenny for the dept to have transparency throughout the procurement process.

Solicitations (such as rfps or quotes) need to now include requirements of accessibility for suppliers to understand.

Want a more informal way of gathering info? RFI - “Request for Information” can be sent to vendors.

Renewal purchases. We don’t currently have a good mechanism to flag those (and the security and accessibility office knows those are headaches to you), but we are working on improving that so that this will not an obstacle in the future.

Request a consultation: Dan Jones/Security dept is happy to meet with individual departments to plan for upcoming year purchases to simplify as possible.

Overall the message of the presentation was this:
When in doubt, reach out! PSC and OIT know the ins and outs of the system, and are here to help you. They have suggestions you may not otherwise consider, such as temporary exemptions, how to best proceed with a renewal, and how to find a vendor that is already being used by another department so you can “piggyback” onto the other department’s purchase(s).

Larry encouraged the ITP’s to keep offering feedback. When frustrated, let us (Larry and Dan) know.

**Agenda 4: AVC IT/CIO Q&A**
(led by Larry Levine)

1. Are there any collaborative ties between OIT and Research Computing or efforts to create synergies between the two groups? If not, are there plans to move that direction?
   a. *Thomas Hauser of OIT runs Research Computing and reports to Larry and Terry Fies. Yes, there’s a lot of crossover and communication - at least one shared employee…*

2. We are all aware of the current OIT projects list (https://oit.colorado.edu/oit-projects), but what are the most pressing IT needs/drivers for CU Boulder as you see them?
a. Brent Philips, Associate Director of Project and Portfolio Management, helps keep the organization moving and gets resources devoted to projects as necessary.

b. Projects are prioritized as extreme, high, med, or low… OIT limits the number of projects we take on, so if it’s in our portfolio as a project, it IS a priority to OIT.

c. We select projects based on the degree to which it promotes student success. We devote our efforts to promote student success tools such as
   i. teaching and learning,
   ii. research computing,
   iii. research scholarship,
   iv. faculty work, 
   v. anything that furthers those goals is important to OIT

d. Decisions regarding OIT’s focus are made by the ERP (Enterprise Resource Planning) Governance Committee: http://www.colorado.edu/avcit/governance/erp

e. Larry suggests Christina T (OIT Associate Director of Business Analysis & Solution Architecture) to speak to CCITP at a future meeting about her efforts in Business Analysis (in terms of workflows), Program management, change management.

(potential action item: invite Christina to speak at CCITP)

3. Why is there so much resistance to faculty who wish to move from O365 to Gmail? Eric Galyon has spoken to CCITP twice now but has never explained why “personal preference” is not a valid reason for switching. Why is this?

   a. Some faculty seem to want to go to Gmail. This causes problems with consistency across teams and departments. OIT will allow this but we want the employee to demonstrate a need. Because of this, conversations have taken place on how to streamline the process. (Greater simplicity is on the way). Larry suggests “bringing in Jon (Giltner)” here to answer the question. ITP Hart says he still gets pushback and that justification is requested BEYOND personal preference. “That’s not just Eric (Galyon) [giving you pushback], that’s Eric channeling me” says Larry Levine. This is because Larry wants record of the candidate (and his superiors) being aware of the implications of their choice which sometimes affects much more than the individual in terms of team collaboration. (potential action item: invite Jon Giltner to speak at CCITP)

Agenda 5: Discussion of today’s topics
(This segment was omitted to provide more direct discussion with Larry.)

Agenda 6: Decision & Action Item Review
1. Potential action item: invite Jon Giltner to speak at CCITP, regarding mailhome choice.
2. (potential action item: invite Christina (OIT Associate Director of Business Analysis & Solution Architecture) to speak to CCITP at a future meeting about her efforts in Business Analysis (in terms of workflows), Program management, change management
A long time ago...
In a datacenter on Marine Street
We deployed a bunch of identity stuff...
The stuff got really old.
It had many limitations.
We applied lots of tape, glue, and shims.
People thought it would never go away.
They were right.

Just kidding.
Data Cleanup,
Reconciliation,
Account Ownership,
Inconsistencies,
Accuracy, and
Verification
Someday in the not too distant future...

OUD Registry

Shibboleth

OIM

New Identity UI

Multi-Factor Grouper
Thanks!
OIT Identity & Access Management
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kerry.havens@colorado.edu