CCITP - Meeting Notes

Date: Thursday 3/1/2018
Time: 2:00-3:30
Location: TLC 215
Zoom: https://cuboulder.zoom.us/j/945880316

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Next meeting is Thursday, April 5, 2018

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Attendees (24):

Chris Bell, Dylan Sallee, Ray Baum, Gena Welk, Manny Wayo, Dominique Ingoglia, Erika Kleinova, Debbie Hamrick, Melanie Pappas, Chris Osborn, Sante Yonker, Sean Pease, Ben Mandel, Grant Matheny, LeCarla Christian, Milap Sharma, Robin Swift, Sandra Sawaya, Daniel Packman, Joe Workman, Orrie Gartner, Jeff Taylor, Robert Dixon, Jon Budoff

Remote Attendees (11) : Ashton Mellott, Brett Shouse, Dave K, Debra Weiss, Eric Heltne, Greg Hoppes, Greg Stauffer, jeffg, Jeffrey Hoskin, Patrice Thoresen, Pramila Patel

Agenda:

	Topic	Time	Speaker(s)
1	Introductions / Agenda Review / Announcements / Follow-up	10 min	Chris Bell
2	Campus Network Upgrades	20 min	Ray Baum
3	Unified Student Experience	25 min	Sandra Sawaya/Robin Swift
4	Discussion of today's topics	20 min	Chris Bell
5	Decision & Action Item Review	5 min	Chris Bell/Lori Flora

Agenda 1: Introductions and Announcements

(led by Chris)

Microsoft Surface Day

Thursday, March 8, noon – 3 p.m., Rec Center Ice Overlook Large Meeting Room

Come and see the Surface portfolio of products and understand how each product can be a good fit for your department. Get hands-on time and learn about how other departments and universities are leveraging Surface to be more productive.

- Surface personnel from Microsoft will be present to provide product overviews and answer questions
- Learn more about the new Surface support and warranty offerings, including next day replacement
- Hear about deployment best practices from the Microsoft Technical Solutions Specialist

CU on Friday

Friday, March 9, 4 – 6 p.m., The Connection in the UMC

https://www.colorado.edu/umc/cu-on-friday

Open to all CU Boulder students, faculty and staff. It's a way to bring the campus community together. Sponsored by OIT this month.

The theme is Buff Madness!

- Free throw contest – Win a CU Book Store gift card!
- Free pizza and snacks!

Agenda 2: Campus Network Upgrades
(led by Ray Baum)

- We completed major upgrades about 7 years ago
- We are now doing upgrades again
- OIT has purchased new core routers to bring the campus to 100 Gig - new core router is Nexus 7700 model, latest offering from Cisco
- (700K for all the routers, 100 Gig core)
- 11 Distribution routers on campus. One has been replaced
  - 10 more to go. (Biotech, Willard, TLC, etc)
- We know we are currently dropping packets and the border
- Replacing all old Juniper firewalls
- On March 6 we will upgrade to 40Gig Internet, which will vastly improve performance across campus
- Media Services Lab just upgraded to 10Gig - on the science network
- We are about to undergo refreshing ALL closet switches in HDS (Housing and Dining Services). Then 2-yr program to replace campus edge switches to accommodate 1-gig connectivity to all AP's and desktop PC's

Infrastructure
- Will continue to have 1 Century Link line through Golden to Aurora in case FRGP (Front Range Gigapop) were to go down

- We will have a 40-gigabit per second bandwidth to the FRGP after the upgrade on March 6, 2018
- Our goal is to keep redundancy in the networking offering
  - If we lose 40 we will get to 10, not ideal but still ok

Wireless
- Replacing all wireless controllers that run Cisco AP's in campus and HDS buildings. 35% complete
- It's no longer about coverage, but now about capacity (multiple devices per person).
- We have upgraded 14 Residence Halls which has delayed our attention in classrooms. The remainder of HDs buildings will be upgraded this summer to complete this project. We will now be putting efforts to classrooms.
- We are about done with housing. Next focus - campus buildings.
- All buildings north of the creek will have Aruba. (We generally can't mix Aruba and Cisco)
- ARCE is next big building. Will be all Aruba.
- Next up Hellems will get all new Cisco wifi.
- Math100 is one of the new wifi designed classrooms with 6 - shadow spotlight antennas

Question: What should ITP's do when they have a problem?
Answer: After March 6 Ray Baum thinks there will be a marked improvement in networking service. ITP's should contact 5-HELP when they have an issue. This first goes to the OIT Help Center, then if necessary will get escalated to NEO (Networking Engineering and Operations)

Agenda 3: Unified Student Experience (USE)
(led by Sandra Sawaya)

- The Unified Student Experience (USE) is an extensive campus initiative that includes all of the CU campuses
- Robin Swift is the project manager. Sponsored by and supported by Executive Committee. Over 75 team members involved.
  - If you want to be involved, reach out to Sandra so you can be involved as appropriate.
- Vision is to have one cohesive place to be a resource for students and to address the currently fragmented landscape
- The purpose is to help students complete different university business as appropriate
  - I.e. Pay your bill, fix your dorm room, register for classes… Where do you begin? With USE!
  - Simplified experience to help students get what they need when they need it
  - End goal is to reduce cognitive load for students by simplifying the transactional experience required of being a student.
- We are currently at the prototyping stage experimenting with the look and feel of the application - Beta rollout is expected Fall 2018

- ○ Beta Rollout - Broad and Shallow. Will focus on tasks students do often in the portal.
- Partnering with Student Relations to create cohesive look and feel across and throughout departments.
- How might this project relate to you as campus ITP's?
    - ○ Within the USE Ecosystem - different depts are encouraged to develop their own cards to be deployed appropriate to students
    - ○ Will include Drupal 8 with Google material design as Google front-end layer

ITP Question: In regards to the customization of cards, will USE learn what the user uses most often and then display those automatically?
Answer: There are no plans for that. The card display will have to be deliberately customized by the student user. (However, this is an evolving product and that may be available in the future.)

Clarification: This is separate from the employee experience.
ITP Question: Will it be integrated for employees and/or student employees?
Answer: Not at this time, but it has been brought up (although this will be an expanded scope)

ITP Question: How will this platform intersect with the Hub (Salesforce)?
Answer: There could be a card for advising.

OIT Employee Question: Is there an option to include help-desk tickets?
Answer: There is currently a proposal into the USE steering team for this purpose (although it is on hold)
- How can we integrate this with the help-desk? Automated help-desk? Robot Ralphie?
- Is there an easy way for students to reach the resources they need?

Question for ITP's: Are there tools that you use that can be integrated with single sign-on? You can find out more about this and request them here:
https://oit.colorado.edu/services/identity-access-management/federated-identity

ITP Question: Will USE be an app or website?
Answer: It will be a website.

ITP Question: Will USE be integrated with Wayfinding?
Answer: Probably not. Students don't seem to be relying on Google maps as much as we thought they were.

ITPs: **Your dept might be wanting to put something in front of students - these cards are your opportunity!**

Agenda 4: Discussion - Chris Bell reviews the CCITP Survey results

CCITP survey results summary
- The most important aspect of CCITP meetings is information sharing from OIT to ITPs
- CCITP Participants approach the meeting with a variety of agendas and wishes for the meeting.
- CCITP Regular attendees are mostly positive about the meetings.
- The Zoom connection is important and frequently frustratingly low quality or glitchy (not because of the Zoom service but because of the source: room, camera, operator, etc)
- Folks who don't come to CCITP are more inclined to be negative about the meetings.
- ITPs seem to like but not love CCITP meetings.
- The experimental "segment 3" where we have OIT people leave has mixed reviews. Some love it. Some hate it.
- ITPs in large IT shops are confused by the ITP moniker and whether or not they should participate in CCITP meetings if their leaders are already participating.
- Some people want more active facilitation (to keep on schedule and to keep vocal members from dominating)
- One person really wants free donuts

Structural changes to consider:
- Consider changing the format to have the segment 3 discussion time only every-other month
- Consider moving to Zoom Only -- perhaps every other month

Organization
- Meeting structure - same 30 minute discussion period
- Area Coordinators - it's time for new ones (please nominate!)
- Current ones:
  - Admin - Sean Pease
  - Academics - Jon Sibray
  - Research - Scott Maize

CCITP changes, based on survey results
- We are going to keep conversation period for the last half of the meeting. However, we are no longer asking presenters to leave. Everyone is welcome for this discussion.
- We are not going to Zoom only.
- New area coordinators - we are seeking nominations or volunteers for each of the three areas: academics (i.e. library), admin (i.e. housing), and research (i.e. Jila, Casa, CCAR)

CCITP Meeting Notifications
Gena asked about the importance of the Monday email. Most (all?) said they rely on it to know about upcoming

CCITP meetings. General consensus was that ITP's would be willing to forego this email, as long as both of these conditions were met:
1) Outlook calendar invite would be sent
    a) Although it was noted this might exclude some Gmail users (Steve Hart)
2) More prominently listed in the OIT Weekly (meaning it will be the first item listed)
We probably won't discontinue the Monday email yet… Still to consider. But we will attempt to incorporate those 2 items mentioned.

Agenda 5: Decision & Action Item Review, and Follow-up Questions

Follow up: Digital Signage direction from ERP Committee and OIT per message from Marin (Chris will send this out via email)

Action Item: Chris will find the System Level Use Policy in regards to cell phones and share it with ITP's (Are there other dept policies that individual ITP's will share as well?)

Follow Up: As of May 25, General Data Protection Regulation (GDPR) from the EU goes into effect. Does this affect us?
Temporary (partial) answer: Dan Jones has a committee to address this. Additionally, he is scheduled to present at the next CCITP meeting (April).
Orrie: Our lawyers have been looking this, we aren't overly concerned at this time.

ITP thoughts to be recorded as feedback:
ITP Comment: Many ITP's would like the USE to be expanded for employee use as well.

OIT Request: Can we map inside of buildings to make it easier for students and staff to find their way? (and perhaps integrate USE with wayfinding?)

ITP Question: Can we increase security for single sign on? Dan Packman (JILA) wants to know if there's an opportunity to integrate with DUO

Unified Student Experience

A campus-wide project to unify the online and in-person

CU Boulder student experience

Be Boulder.

CU | University of Colorado **Boulder**
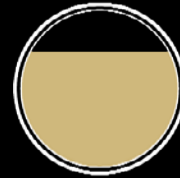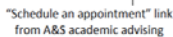
Project Phases

Identification Sponsorship Team Prototyping Summer 2018 BETA Rollout

Identification

Our Vision:

We will create a cohesive and supportive experience for our students that engages them from their first inquiry about attending CU Boulder through successful matriculation and beyond as a connected alum.

Project Scope:

Create a seamless online and in-person experience for students, supported by policy, guidelines, governance and comprehensive student success resources, by transforming today's fragmented digital and physical student support landscape.

Identification

Executive Sponsors

Russell Moore
Provost and Executive Vice Chancellor for Academic Affairs

Kelly Fox
Senior Vice Chancellor and CFO

Executive Committee

Christina Gonzales
Vice Chancellor for Student Affairs

Mary Kraus
Vice Provost and Associate Vice Chancellor for Undergraduate Education

Larry Levine
Associate Vice Chancellor for IT and Chief Information Officer

Gwen Pomper
Associate Vice Chancellor of Enrollment Management

Ann Schmiesing
Dean of the Graduate School and Vice Provost for Graduate Affairs

Marin Stanek
Assistant Vice Chancellor for IT and Deputy Chief Information Officer

Sponsorship

Kick-off - March, 2017

Teams

Athletics • New Student and Family Program • Bursar • Student Government • Office of Data Analytics • International Education • Center for Student Involvement • BuffOne Card Office • Recreation Services • Macky Auditorium • Student Affairs • Disability Services • University Information Systems • Wardenburg • Continuing Education • Admisssions • Office of Information Technology • Human Resources • Financial Aid • Libraries • Enrollment Management • Strategic Relations • Registrar • Parking and Transportation • Bookstore • Advising • Undergraduate Education • Leeds School of Business • Graduate Education • Housing and Dining Services • BOLD Center • Arts & Sciences Advising • Career Services • Imaging Services • IT Student Governance Board • Students

Unified Student Experience
UNIVERSITY OF COLORADO BOULDER

Teams

Unified Student Experience
UNIVERSITY OF COLORADO BOULDER
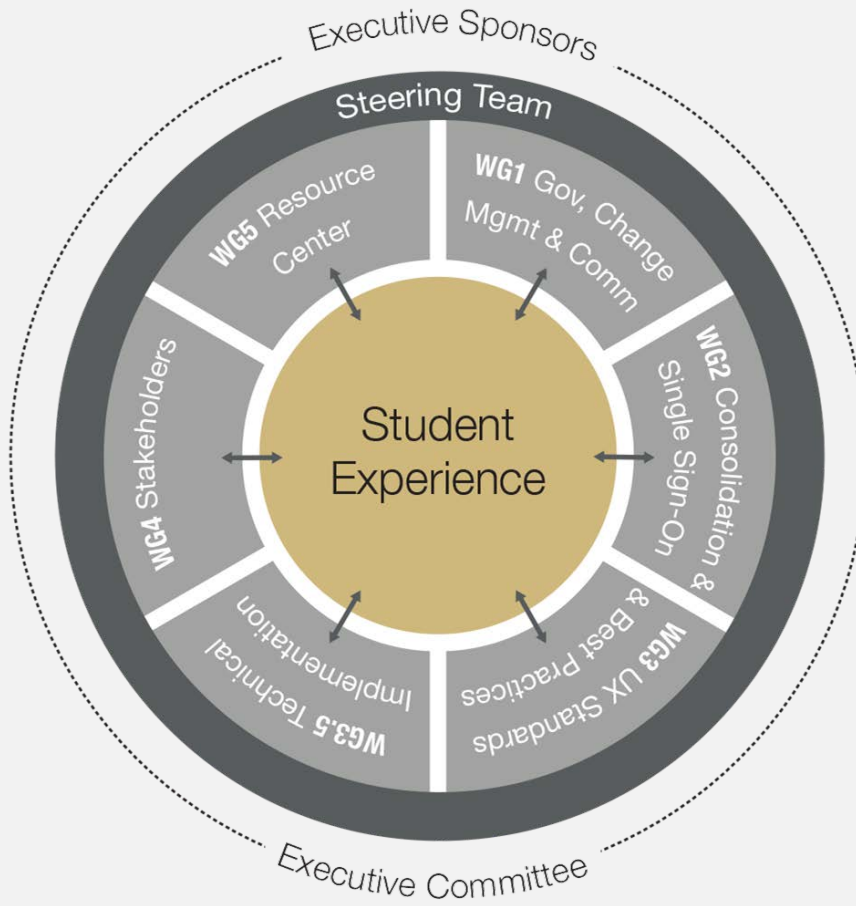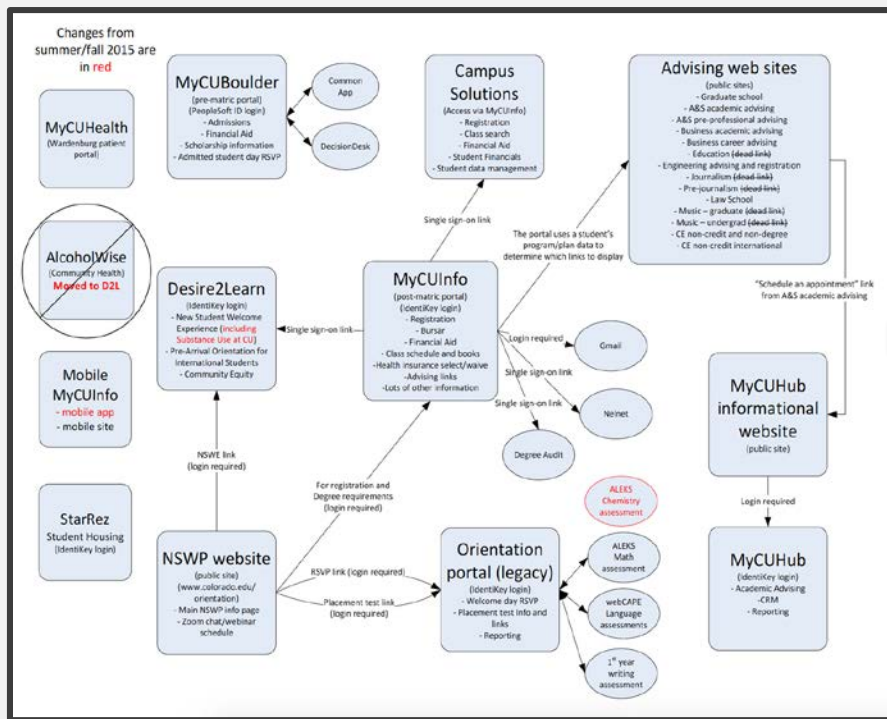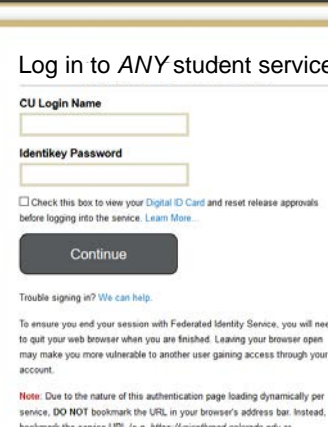
Dozens of services moved behind single sign-on

Prototyping

Understanding the student experience
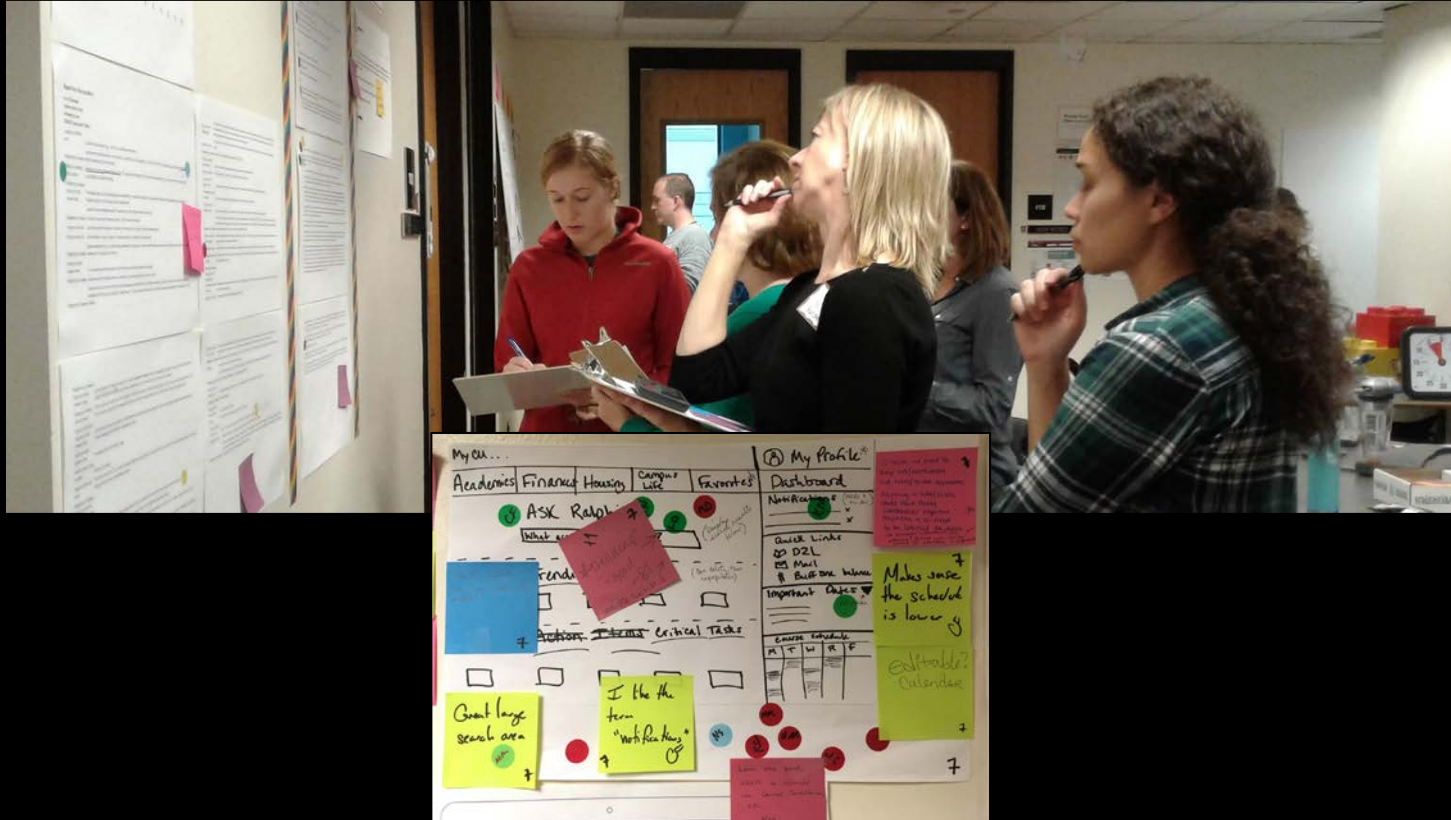
Prototyping
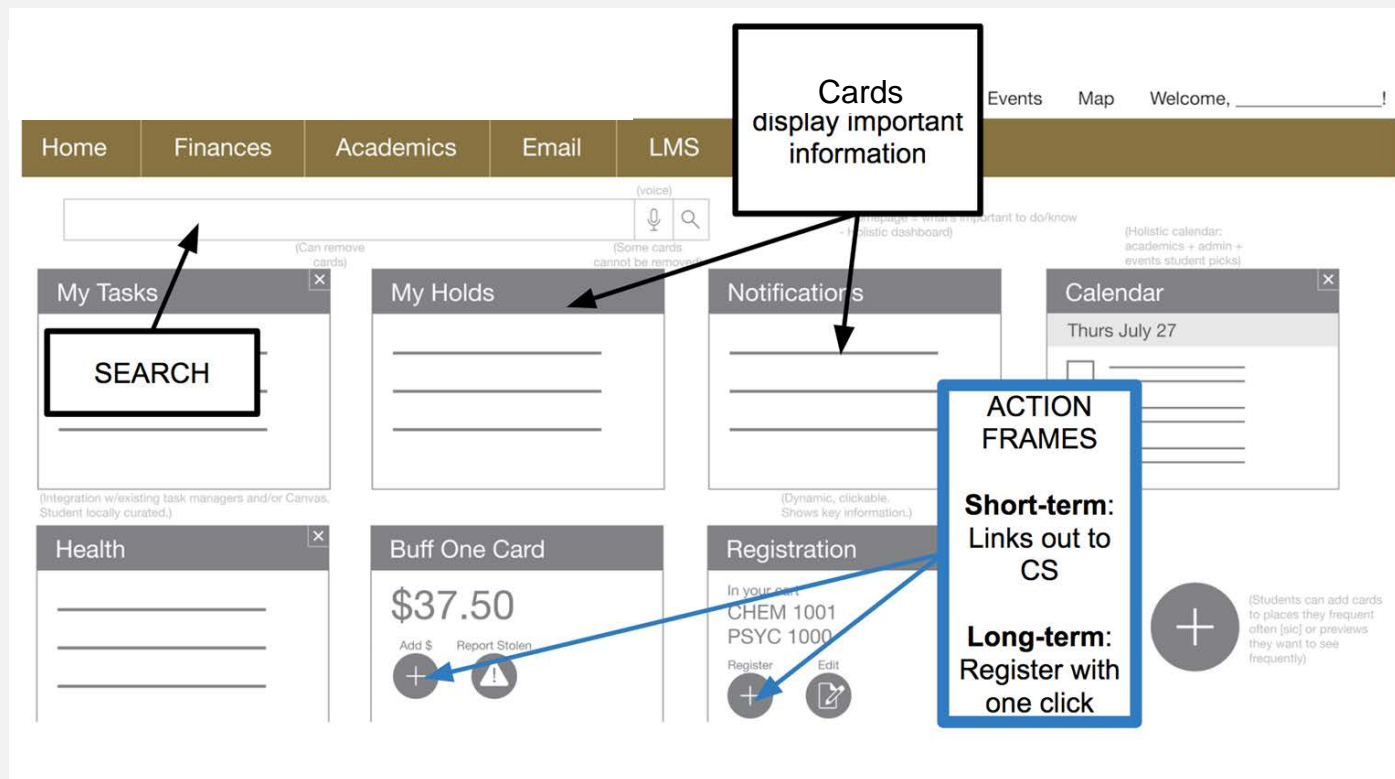
Governance model
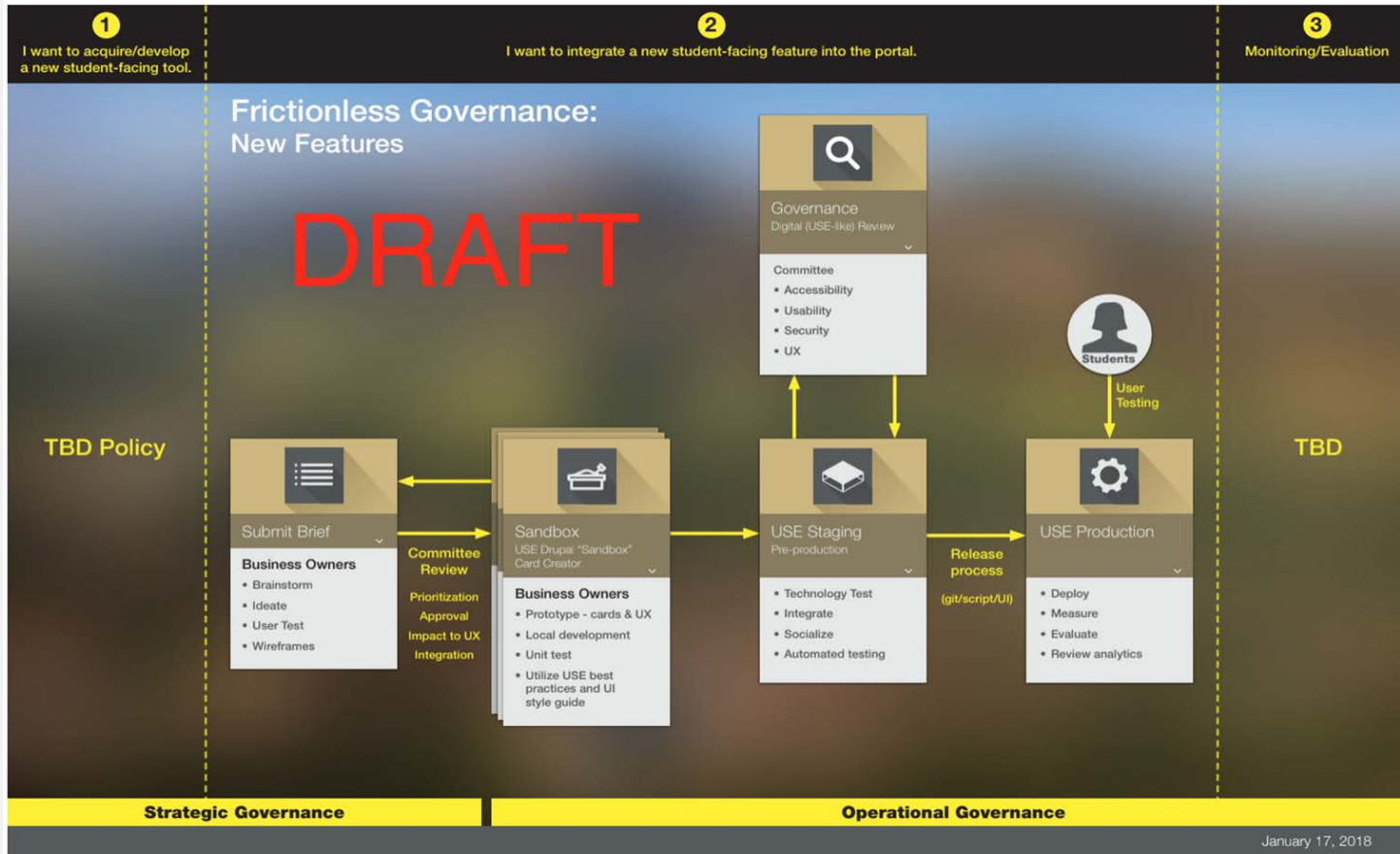
Prototyping

Summer 2018 BETA Rollout

We want your help!

- From the perspective of the student, how does your college, administrative unit, or other team fit into this?

- Discuss at your tables and report back to the group in 10 minutes.

Get in touch with us!

- If you have questions
- If you have concerns
- If you know of a group we should talk to
- If you want to help

Provide feedback at
www.colorado.edu/unified-experience/content/contact-us

OPTIONAL SLIDES

Unified Student Experience Project

Identification

Russ Moore & Kelly Fox announced an effort to create a more unified online and in-person experience for students: the Student Experience Project.

Sponsorship_

Christina Gonzales
Vice Chancellor for Student Affairs

Mary Kraus
Vice Provost and Associate Vice Chancellor for Undergraduate Education

Larry Levine
Associate Vice Chancellor for IT and Chief Information Officer

Gwen Pomper
Associate Vice Chancellor of Enrollment Management

Ann Schmiesing
Dean of the Graduate School and Vice Provost for Graduate Affairs

Teams_

1. Governance, change mgmt and communications
2. Technical: single sign-on
3. User experience standards and best practices
3.5 Technology implementation
4. Stakeholders
5. Campus resources

Prototyping

Built on a Drupal framework with the following principles:

- Accessible & Secure
- Whole and Connective
- Personal & Adaptive
- Intuitive & Easy-to-Use
- Reliable& Efficient
- Beautiful & Simple

BETA rollout

Fall 2018:

- Mobile-responsive
- Alternative to MyCUInfo (for students), eventually replacing it
- Integrates Canvas, bookstore, MyCUHub functionality with business functions: registering for courses, holds, Bursar etc.

Technical Architecture
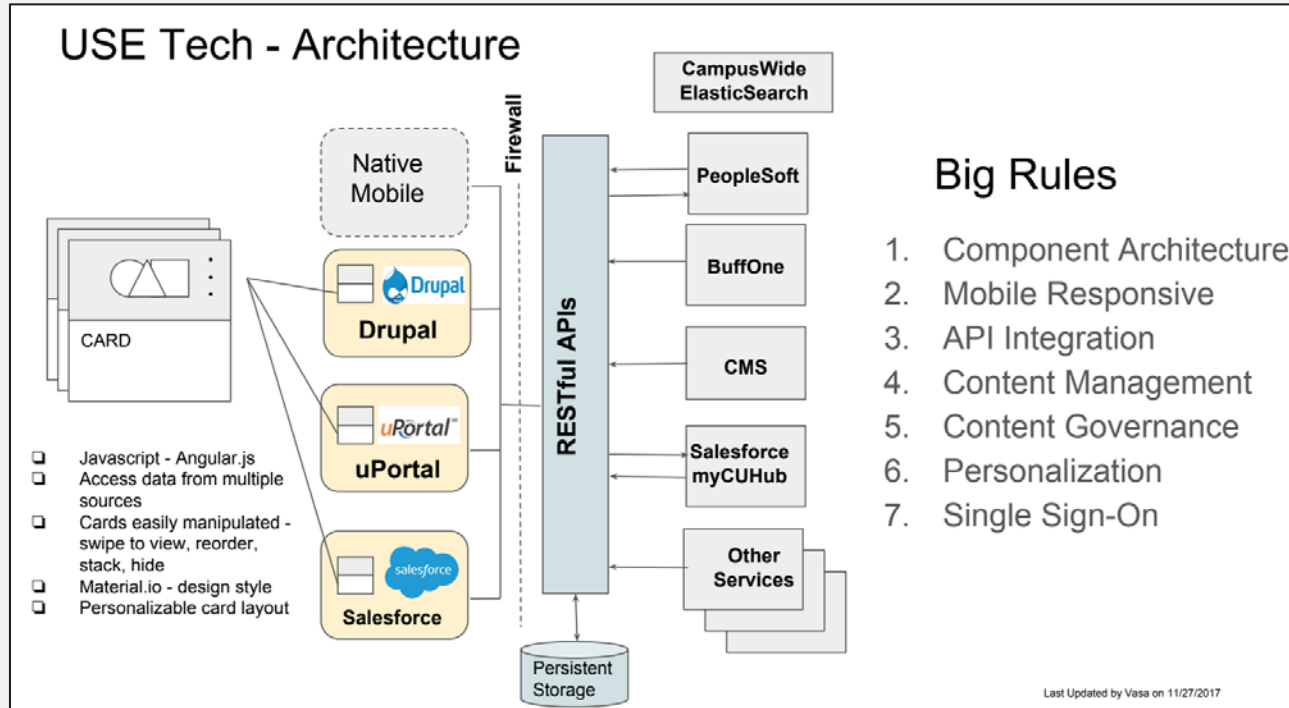
Next steps: Exploring integration with student content model