CCITP – Meeting Notes

Date: Thursday 9/6/2018
Time: 2:00-3:30 PM
Location: TLC 215
Zoom: https://cuboulder.zoom.us/j/945880316

Next Meeting is Thursday, October 4, 2018

Attendees: Chris Bell (OIT), Lori Flora (OIT), Jill Ibeck (OIT), Jon Giltner (OIT), Jeff Taylor (Dept. of Mathematics), Grant Matheny (ECEE), Jon Sibray (Law), Aaron Mansfield (UIS), Joey LaConte (Registrar), Bryan Radke (Housing), Ron Richter (UMC-IT)

Remote Attendees: Josiah Workman, Patrice Thoresen, D, Jason Armbruster, Sean Pease, Todd Schaefer, Danielle Rourke, Greg Hoppes, Kerry Havens, Jennifer Methlie, Paul Stallworth, Scott Griffith

Agenda:

	Topic	Time	Speakers
1	Introductions/Announcements	10 min	Chris Bell
2	Enterprise Initiatives & Architecture; and an introduction of Enterprise Services Redux;	30 min	Jon Giltner
3	The new Enterprise Services	30 min	Jill Ibeck
4	Open Discussion with IT Practitioners – topics can include today's presentations or other topics	15 min	Chris Bell
5	Decision & Action Item Review	5 min	Lori/Chris

Agenda 1: Introductions and Announcements

- Welcome: Chris Bell
  - Announcement: OIT is moving out of TLC and will lose access to conference room 215. We are actively looking for new space to hold these meetings. If you have a room that is AV capable and holds 15-25 people, let Chris know.
  - Introduction of in-room attendees

Agenda 2: Enterprise Initiatives & Architecture; and an introduction of Enterprise Services Redux

- Jon Giltner:
  - The growth of Enterprise Services in the past few years prompted a need to split things off.
  - Jon is now the Director of Enterprise Initiatives and Architecture. He has oversight of the following areas:
    - BASA (Business Analysis & Solution Architecture)

- Development
- Program Management Office
- Enterprise CRM
- Jon's focus is on ERP, BASA and how OIT can better support the business units on campus.
- Jill Ibeck was hired as the new Director of Enterprise Services. She has oversight of the following areas:
    - Dedicated Desktop Support (DDS)
    - Endpoint Management
    - Identity & Access Management (IAM)
    - IT Service Management (ITSM)/ServiceNow
    - Messaging & Collaboration.
- Todd Schaefer will be the director of Development & Architecture. (Todd previously reported to Jon, but now reports to Orrie Gartner.)
- ERP: Top priorities were solidified in March 2018. Now in execution mode. Two are CRM related (advising and student success). We will continue on with work Salesforce has been doing in supporting advising.
- Jill started the first week of July. She has come up to speed quickly and is making an impact.

Agenda 3: The New Enterprise Services

- Jill Ibeck:
    - Previously worked at UIS (CU system office) for 6 years.
    - Endpoint Management: See PPT for notable happenings in Endpoint Management
        - Our SCCM service now has the ability to update Dell BIOS
        - Chris: IT shops that do their own support might consider signing up for OIT-managed SCCM and essentially outsource image maintenance and updates. There is a charge, but we think it is reasonable.
        - Contact Jeff Greene (greene@colorado.edu) for more info.
        - Testing RDSH with VDI to provision individual apps where someone doesn't need a full desktop.
            - Interesting issues with licensing.
            - Reach out to Jeff Greene regarding software virtualization. He has put in quite a bit of work and is finding vendors for niche apps.
    - Tech Connect:
        - Tech Connect was a UIS/OIT gathering in July 2017. The CCITP group would like to have other IT shops join in if it happens in the future.
    - Messaging: See PPT for notable happenings in Messaging
        - Issue from the group: Need better calendar synchronization between students and staff. Students can't look at Exchange calendars.
            - Currently creating secondary accounts for student employees is the best solution).
            - When students leave one department and go to another, we don't automatically disable their account. We wait to hear from the department.
            - Skype for Business? The department has to pull them out of the group for Skype. Eric Galyon can provide more detail.

- MS Teams: You don't have to have a calendar to chat in Teams. When added, you can chat individually and invite folks without Office 365.
- Students have O365, but don't have e-mail calendaring. Teams is one way to bridge the gap.
- We will use Teams for CCITP.
  - o IAM: See PPT for notable happenings in IAM
  - o ServiceNow: See PPT for notable happenings in Enterprise Service Management

Agenda 4: Open Discussion with IT Practitioners

- At some point, we'll lose the Suppcom listserv. It will turn into Teams Chat.
- CCITP agendas will go into the OIT Weekly publication.
- Feedback / Group Discussion
  - o How do MS collaboration tools work with Linux and how is it supported? Linux support is available via the Web. It is handled on their Website.
  - o Jill: Roadmap-wise, we don't know if there are plans to support the platform. She will ask and get back to the group.
  - o If you look at the number of WIFI connections, it's interesting data. Linux usage is less very small. Chris will share numbers next time.
- Lifetime e-mail accounts: Students can keep their cu email accounts forever. When they come back as alumni, they are assigned an Outlook account. When they leave, they still have g-mail for their primary account. The "e-mail for life" policy requires that we issue a second ID, then migrate their g-mail. Their old identikey becomes the primary. The new e-mail address is assigned to the old ID. The old e-mail is redirected to the new account.
  - o Law School: When alums are hired, 2 choices:
    - ▪ Migrate g-mail to Exchange and when they leave, move it back. We can't direct to O365 and keep their identikey. If we want to separate alumni e-mails from work, we connect the original identikey to the alumni account and use the secondary account for work data. Then what gets published to the people search doesn't look the same. The job title is not shown with the secondary account. This is how we've always done it.
    - ▪ If we create an O365 account and point the primary ID to that, then the alumni and work e-mails are all comingled. Some departments want that stuff separated. What are other departments doing?
  - o Patrice: The staff record is associated with the primary identikey. Communication is directed to that account. The g-mail account with historical e-mails is still there, but has no e-mail flowing to it. When they leave, Exchange directs e-mail back to that account. You don't have to migrate student stuff into the Exchange account. Give them the option when they come back as alumni.
  - o Bryan Radke asked if this process would change with new employee provisioning. Kerry said no – just the back end changed (one number). IAM looks ahead and creates an identikey for students who are being hired post-graduation. When you know people are starting, get them in ASAP. When the identikey is created, an Exchange account is created. The affiliation is just like an employee's. Some applications will not be available until their start date. They will have access to the portal, but won't be able to get into marketplace (for example).

Agenda 5: Decision & Action Item Review

- Decisions:
- Commitments:
- Action items:
    - Jill will ask if there are plans to support Linux for Teams moving forward and get back to the group.
    - Chris will pull data on WIFI connections and share with the group next time.

# OIT Initiatives and Architecture OIT Enterprise Services

September 2018 Update - CCITP

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Initiatives and Architecture (Jon Giltner):

- Business Analysis and Solution Architecture – *Christina Tenerowicz*

- ~~Development and Architecture – *Todd Schaefer*~~ *(-> Orrie)*

- Project and Portfolio Management – *Brent Phillips*

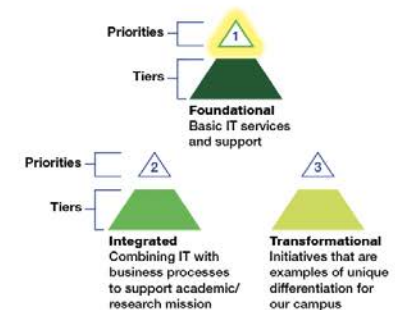- Enterprise CRM – *Nalini Kaplan*
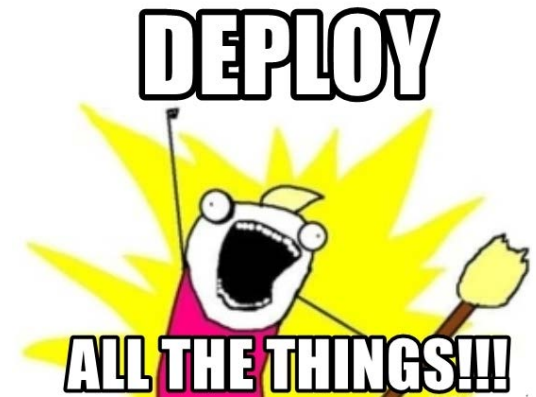
Focus on business processes & needs relating to campus ERP environment
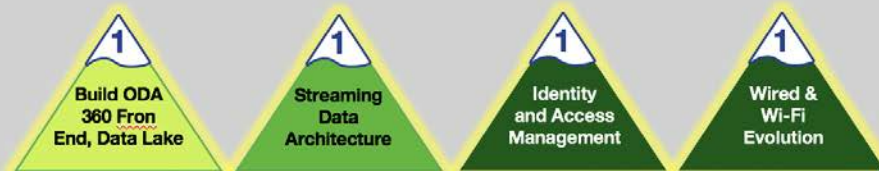
Enterprise Services (Jill Ibeck):

- Dedicated Desktop Support – *David Cavalieri (Joe Grippa)*

- Endpoint Management Services – *Jeff Greene*
  - Incl. Campus SCCM and Jamf Pro Services, VDI, Bomgar, Large File Transfer

- Messaging & Collaboration - *Eric Galyon*
  - Incl. Google Apps, Office 365, Mail Routing, Spam Filtering, Email Lists

- Identity & Access Management – *Kerry Havens* (*Dave Goldhammer)*
  - Incl. Account provisioning, Directories, Federated AuthN (Shibboleth)

- Enterprise Service Management Tools/ServiceNow – *Jon Budoff*

STANDARDIZE

ALL THE THINGS

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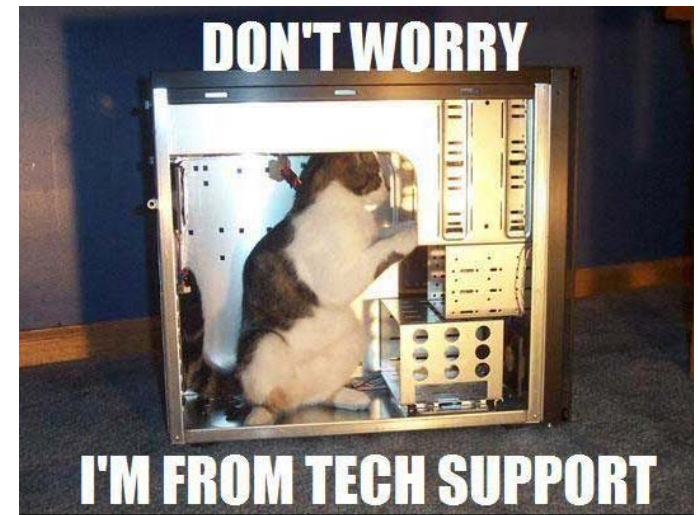
Notable happenings in…

…Dedicated Desktop Support

Service Update:
- 10 new departments supported, having 489 devices
- Additional growth of new devices in existing supported departments
- Computer-to-Technician ratio maintained at 152-1 ratio, retaining greater than 97% customer satisfaction (based on 2,827 returned surveys)
- 4348 total supported systems as of August 1, 2017
- 13,131 customer tasks fulfilled

In Progress On-Boardings:
- Admissions
- Art & Art History
- CU Art Museum
- Radio 1190
- Psychology
- Advancement Marketing and Communications

Notable happenings in...

...Endpoint Management Services

PLEASE INSTALL
UPDATES

New features:
- SCCM and Jamf Pro services are available to help departments manage their own endpoints
- Ivanti patch for SCCM was added to the EMS SCCM service offering and currently offers patches for over 100 3rd-party applications
- Now providing Dell BIOS and driver updates through SCCM

In progress:
- Libraries persistent VDI pilot has ended
- Testing RDSH with VDI to provision individual applications rather than full desktops based on need

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Notable happenings in…

…Messaging & Collaboration

New features/products in G Suite and O365:
- Accessibility testing and remediation
- Understand and test impact on existing services and customers
- Create support channels, training, documentation, communication

In progress:
- Currently working on: Google Team Drive, Microsoft Teams, Migrating from Office 365 Video to Microsoft Stream
- Heavy integration with the OIM forklift project

Email Spam & Virus filtering:
- URL rewriting
- Outbreak Filters
- Exploring SPF/DKIM/DMARC enforcement
- Future CCITP: E-mail throttling

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Notable happenings in...

...Identity & Access Management

Account Management:
- LDAP Switched to OUD, provisioned by OIM!
- Google and Office365 user data (not passwords) provisioned by OIM
- Continuing to plug away at replacing legacy provisioning processes
  - Decommissioned Kerberos and CU Access
  - Uniquid will be decommissioned on 9/17/2018
  - Unix provisioning is now done through OUD
  - Early New Employee Provisioning/Workflow 180 days in advance and [Welcome Email](#)

Federated Identity Services:
- Unified Student Experience and SSO
- First day of classes:
  - 91 unique applications
  - 194852 logins

Enterprise Access Management:
- Automating role based access control based on source data (HCM and CU-SIS)

Notable happenings in…

…Enterprise Service Management Tools(ServiceNow)

Onboarding of ServiceNow, utilizing the Ticketing functionality:
- Office of Data Analytics (ODA)
- Human Resources, for supporting new Avature system
- Ecology & Evolutionary Biology (EBIO)
- Office of Export Controls (OEC)
- Next in the queue – Leeds Marketing, CCAR, Parking & Transportation Services (PTS), expanded use for HR

New applications in ServiceNow:
- Pendulum time tracking (beta testing)
- Support Alert (transitioned from legacy system)
- BuffTechs case intake and management

Active projects:
- ServiceNow – PCR360 ticketing integration
- HW Asset Management in ServiceNow
- Replace legacy Labs problem reporting tool with new application in ServiceNow
- Expanding use of ServiceNow ticketing system for ODA
- On-call calendar transition from legacy system to ServiceNow

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