Next meeting is AUGUST 3
Optional Fieldtrip to Media Archaeology Lab on July 27
RSVP (to cbell@colorado.edu) with your preferred timeslot for the fieldtrip: 2:00-2:30 or 2:30-3:00

Attendees: Marin Stanek, Sean Pease, Chris Bell, Milap Sharma, Dan Herrick, David Cavalieri, Scott Maize, Jacob Tafoya, Jim McKown, Melanie Pappas, Jeff Taylor, Brent Phillips, Gena Welk, Brooke Langley (?)

Remote Attendees: Steven Hart, Ben Pharris, LeCarla, Greg Hoppes, Josiah Workman, Jeff G, Eric Heitne, Debra Weiss

Agenda:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Time</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Introductions / Agenda Review</td>
<td>5 min</td>
<td>Chris</td>
</tr>
<tr>
<td>2 CCITP Organization and Structure Update</td>
<td>5 min</td>
<td>Chris (with Scott Maize, Sean Pease, Jon Sibray)</td>
</tr>
<tr>
<td>3 Recommended Hardware and Software Updates</td>
<td>20 min</td>
<td>Dan Herrick / David Cavalieri</td>
</tr>
<tr>
<td>4 Deputy CIO and Academic Technology Update (slides attached)</td>
<td>20 min</td>
<td>Marin Stanek</td>
</tr>
<tr>
<td>5 Discussion of today’s topics</td>
<td>30 min</td>
<td>Chris</td>
</tr>
<tr>
<td>6 Decision &amp; Action Item Review</td>
<td>2 min</td>
<td>Gena Welk</td>
</tr>
</tbody>
</table>
**Agenda 1: Introductions / Agenda Review**  
(led by Chris)

Meeting structure reminder

1) Presenters are welcome to present in draft or “unfinished” form. This gives CCITP participants the opportunity to provide feedback while a subject is still in its formative stage.
2) The last 30 minutes of our monthly CCITP meetings will be reserved for participant discussion, exclusive of directors and/or presenters. This gives participants the opportunity to have a candid conversation amongst ourselves. The messages from our discussion will be transferred to the appropriate leader via C. Bell.

**ISSUE FROM PRIOR MEETING (5/4/2017): Provisioning and Grouper/AD Populating:**  
Once an employee is provisioned with an identikey, Grouper should be updated almost instantaneously. During a prior CCITP meeting, some departments reported they are not experiencing it this way so Kerry followed up...

ANSWER: Kerry found that there was, in fact, something we could do to improve this situation. The script that runs on production EDB that assigns Unique Identifiers (cuAccountUniqueID) to newly created accounts was running once a day. On May 17, we implemented a change to change the setting so the script will now run every hour between 7AM-5PM.

**ISSUE FROM PRIOR MEETING (5/4/2017): What to do when Outlook hangs on loading?**  
Options that the group identified as working:
   1. Disable add-ins and start again
   2. Run 365 Repair on Outlook

ANSWER:  
Part 1: Do the things that came up in the group discussion (listed above)  
Part 2: **[action item for Chris]** follow up with Eric and David in case they have more

**ISSUE FROM PRIOR MEETING (5/4/17): Provisioning Student Employees**  
Concern was expressed that it seems to take 3 days from employee start date for a student employee to have the CU Resources tab activated in the MyCUInfo portal. Kerry did not believe this to be the case, but Kerry reported that she is not privy to the details as is information as UIS is responsible for this - not Kerry’s team. The primary concern is: what to do when the students don’t see the CU Resources tab upon login to MyCUInfo? To whom should they be directed?

ANSWER:
Milap (from UIS) is here to discuss the issue. He reported that this should happen overnight. Sometimes a problem occurs when search/match fails and causes a delay, but these should be rare.

ISSUE FROM PRIOR MEETING (4/13/17): outstanding follow-up items from ICT Process
ANSWER: This will be discussed when PSC comes in August

Additionally, more discussion arose after mentioning the ICT Process follow-up:

- Scott - it’s unclear if he was reviewed last year for accessibility, he asked why is it starting all over again?
- Why do vendors, who have already gone through this, have to undergo it again? (If it’s because ICT is now using new systems and the old records weren’t kept, shouldn’t ICT take responsibility for this?)
- The review process is instigated by ICT when the support renewal comes up. Purchasing flags it again and it goes back to ICT for review.
- Why is only Boulder campus being subject to this?
  - Marin clarified that Boulder was named in the DOJ complaint letter, which is why the burden falls on our campus to be compliant. This will eventually be driven to the other campuses, although it hasn’t yet.
- (Question) Can Dan arrange for a presentation to the other units that Housing IT works with? The purpose of the presentation would be to clarify that it’s not Housing IT that is the block, it’s the ICT review process.
- CCITP’s are frustrated that we are hitting so many obstacles in regards to this process.
  - Marin comments that because accessibility is so new for us on this campus, we are the ones hitting many of these obstacles that CCITPs are noticing.

Additional note:
- Sean Myers is no longer with PSC. If you were working with Sean, follow up with Theresa Rausch.

**Agenda 2: CCITP Organization and Structure Update**
Led by Chris (with Scott Maize, Sean Pease, Jon Sibray)

New norms beginning with the August meeting:
1. Seating reservations will be discontinued
2. Maize, Pease, and Sibray to help set the agenda based on the input/needs of CCITP’s

**Agenda 3: Recommended Hardware and Software Updates**
(Dan Herrick and David Cavalieri)

Recommended link (OIT’s general software and hardware information page):
Dell CU Faculty and Staff have the benefit of purchasing from the Dell Advantage program (students, too!)
www.dell.com/cu

How to access the information per Dan Herrick:
Navigate to www.dell.com/cu and select “Faculty Recommendations” from the big link below the banner. On the resulting page, you will see a green box near the top that says “Shop Your Standard Configuration”. Click on that green box. The resulting list shows the business-class computers that are also on the Marketplace site, and are available for personal purchase here.

Most of the models are up-to-date, with the exception of the OptiPlex 7050 (the site has the 7040 listed). I have an open request to Dell to update the www.dell.com/cu site with the most recent model updates, and clean up the list.

Cavalieri speaks about software:
Microsoft takes an “n-2” support path. Hence, on May 9th, the first Windows 10 build 1507 went end of life. (If you have any of those - please update and patch!!)
Question from David Cavalieri posed to CCITP’s:

Would it be beneficial to include the specific builds of Windows 10 in the “OIT Lifecycle Management” page?

The vocal CCITP’s all agreed - yes

**Agenda 4: Deputy CIO and Academic Technology Update**

(Led by Marin Stanek. Slides attached at the end of this document.)

Since David Hamrick has retired, Orrie Gartner is taking over Operations for OIT.

BBA/CAETE is under the grad school and Steve Lawrence, who is retiring. Too soon to know what the changes will include.

LMS evals - the selected finalist has been notified of CU Boulder’s intent to award. Negotiations are still happening, so no announcement is being made yet. Aisha Jackson working with PSC to have contract in place by mid-July.

CCITP question: Will the new LMS be in place for this coming fall?

Marin’s politically correct (and purposefully vague answer): If there is a change, there will be no change for this fall, target change would occur for spring 2018.

New service (under Kinsman) to be offered regarding video production service for academic purposes (for a fee). (This does not include promotional services. If promotional in nature, then strategic relations is your best bet.)

MediaBuffs launching on campus - run out of CMCI. Video production services run by students (in partnership with Strategic Relations) due to explosive growth in demand. (Not to be confused with classroom capture)

Campus IT Governance: [http://www.colorado.edu/avcit/governance/erp](http://www.colorado.edu/avcit/governance/erp)

ERP Governance Model 2017-18 (see the website)

Strategic Initiative: “Unified Student Experience” Project

[http://www.colorado.edu/unified-experience/](http://www.colorado.edu/unified-experience/)

**Agenda 5: Discussion of Today’s (and previous days’) Topics**

CCITP’s want to hear more about procurement process

Also, CCITP’s have concerns with legal (in addition to accessibility and security): Are individual campus departments in the position to negotiate legal language in the contracts? This is not a
comfortable or reliable place to be. (And vendors are balking.) Who can advise on the legal language to be put into contracts?

CCITP’s feel that renewing contracts should not flag ICTReview. (i.e. Chronos is trying to be upgraded by Housing IT to be more accessible, but is being denied by ICT or legal which is ironic because the upgrade increases its accessibility)

In the process of ICT review and procurement, transparency would be helpful to the dept so they can help/follow the process (and see where the process is being held up). Issue tracker strongly desired by CCITP’s for this purpose.

**Agenda 6: Decision & Action Item Review**

*(action item for Chris)* follow up with Eric and David in case they have more in regards to Outlook hanging on loading

*(Question)* Can Dan arrange for a presentation to the other units that Housing IT works with about the ICT process? The purpose of the presentation would be to clarify that it’s not Housing IT that is the block, it’s the ICT review process.
ACADEMIC TECHNOLOGY

- Classrooms, Labs and Large Lecture/Innovative Spaces
- LMS evaluation and applications
- ATDT, accessibility and visual design
- Partnership with ASSETT & supporting Graduate School through Video Production Service (VPS)
IT GOVERNANCE
HIGHLIGHT
Our IT governance and advisory structure comprises consistent engagement and frank dialogue between key stakeholders across campus—faculty, students and staff as well as executive leadership. The ACV for IT and CIO interacts with the governance and advisory committees on a consistent basis and taps the collective intelligence of the campus community to develop strategic IT direction and prioritized projects to advance the mission of the campus.

 Governance is provided by six committees. Information regarding those committees is below:

- The ERP Governance Committee
- The IT Faculty Advisory Committee
- The IT Student Governance Board (ITSGB)
- The Campuswide Collaboration of IT Practitioners (CC:TP)
- The Boulder Campus Cyberinfrastructure Board (BCCB)
- The Technology Governance Group
ERP Governance Model 2017-2018

Shared governance is vital when resources are limited and competing priorities frequently have similar value

- **UIS and System Offices**
  - Align Boulder priorities with other 'campus' priorities

- **Provoast & SVC/CFO**
  - Executive Sponsors regarding major technology investments

- **CIO**
  - Provide leadership about technology strategy

- **OIT Leadership & Business Analytics**
  - Provide analysis and resource/cost information

- **Functional Area Advisory Committees**
  - Fin, HRMS, FIS, SIS

- **ERP Governance Committee**
  - Provide one voice on administrative priorities which are realized by the appropriate allocation of IT resources. Committee is informed of cost, impact, resources and timing implications.
OFFICE OF INFORMATION TECHNOLOGY

ERP MEMBERSHIP

Katherine Erwin, CHRO
Kelly Fox, SVC/CFO
Stephanie Gillin, Leeds School of Business
Jon Giltner, Office of Information Technology
Christina Gonzales, VC Student Affairs
Cory Hilliard, Athletics
Carla Ho-A, AVC for Finance & Business Strategy
David Kang, VCIS
Mary Kraus, Vice Provost UG Education
Amy Lavens, Arts & Sciences
Larry Levine, AVCIT/CIO, Office of Information Technology
Scott Munson, CIO, University Information Systems
Mike Murray, Office of Performance Improvement
Gwen Pomper, AVC Enrollment Management
Laura Ragan, Controller
Ann Schmiesing, Dean, Graduate School
Marin Stanek, Deputy CIO, Office of Information Technology
Cherie Summers, Engineering & Applied Science
Rob Tallmadge, Advancement
Christina Tenerowicz, BASA, OIT
Steve Vassallo, Office of Data Analytics
Denitta Ward, AVC, Research
STRATEGIC INITIATIVES HIGHLIGHT
THE FEEDBACK FROM STUDENTS IS CLEAR:
CU BOULDER CAN DO A BETTER JOB OF PROVIDING A SEAMLESS EXPERIENCE FOR STUDENTS.

WHEN TALKING ABOUT ACCESSING SERVICES AND COMPLETING WHAT SHOULD BE SIMPLE UNIVERSITY BUSINESS TRANSACTIONS, STUDENTS ARE OFTEN FRUSTRATED BY DIFFERENT LOGINS TO DIFFERENT SYSTEMS & DISCONNECTED SOURCES OF IMPORTANT INFORMATION.

Russ Moore & Kelly Fox
STRATEGIC INITIATIVES

- Unified Student Experience

http://www.colorado.edu/unified-experience/
POLICY IMPLICATIONS TO UNIFIED STUDENT EXPERIENCE

Online applications used to support a student’s official interactions with CU Boulder should align with coordinated efforts to maintain a unified student experience. (define online application, official interactions)

Procedures

A. New technologies: here’s the process

B. Existing technologies: here’s the process

We want to look at it through one, unified university-first perspective.

Draft Process Ideas:

• Create awareness about the policy and scope. Articulate process, including exemptions, etc.

• Identify tactical steps like a checklist that addresses questions such as authentication (yes/no), branding (meeting standards), workflow (what is it, who does it involve), etc. (Answer the question: what are you/your department asking students to do? How can we bring value to those who follow the process: we will help you get there.)
QUESTIONS?