

CCITP - Meeting Notes

Date: Thursday 11/8/2018

Time: 2:00-3:30

Location: TLC 215

Zoom: <https://cuboulder.zoom.us/j/945880316>

Next meeting is Thursday, December 6, 2018

Attendees (2): Chris Bell, Lori Flora, Milap Sharma, Karl Hanzel, Deborah Hamrick, Ben Mandel, Michelle Battista, Jerry Spivey, Erika Kleinova, Ashton Mellott, Manny Wayo, Grant Matheny, Dylan Sallee

Attending remotely (0): Alan Fasick, Sean Pease, Dave Kohnke, jtaylor, Patrice Thoresen, Greg Hoppes, Scott Griffith

Action / Follow-Up Items for next meeting:

- Outcome of Larry's discussion with CIODR on ways CCITP can contribute more to the strategic goals of OIT
- Special meeting on cloud back-up solutions
- Future meeting with Office of Data Analytics
- Professional-to-professional communications with OIT
- Improving communication with Strategic Relations
- Campus group for Sharepoint Users

Agenda:

	Topic	Time	Speaker(s)
1	Introductions / Agenda Review / Announcements / Follow-up	10 min	Chris Bell
2	CIO Update and Q&A with Larry Levine	40 min	Larry Levine

3	ITP Discussion: December and January meetings	10 min	The group
4	Open Discussion with IT Practitioners – topics can include today’s presentations or other topics.	25 min	Chris Bell
5	Decision & Action Item Review	5 min	Chris Bell/Lori Flora

Agenda 1: Introductions and Announcements

(led by Chris)

Previous action items/concerns/issues:

- Discuss setting up roadshow to see different computer models

Reminder: Here is how OIT Communicates with IT Practitioners:

OIT Weekly email

To get on the list, click “Submit your Information” on this page:

<https://oit.colorado.edu/about-oit/oit-campus-outreach>

OIT News

To see the main headlines go to the OIT news page:

<https://oit.colorado.edu/news>

OIT Service Alerts

<https://oit.colorado.edu/service-alerts>

To subscribe to OIT Service Alerts and News, go to

<https://oit.colorado.edu/subscriptions>

OIT Home

<https://oit.colorado.edu/>

Agenda 2: CIO Update and Q&A

(Larry Levine)

Brief overview of Larry’s organization.

- Larry reports to Kelly Fox

- Kelly is part of Phil DiStefano's organization. She is also responsible for:
 - Human Resources (Katherine Erwin)
 - Finance and Business Strategy (Carla Ho-a)
 - Strategic Relations (Frances Draper)
 - Infrastructure and Sustainability (David Kang)
 - Title IX Compliance OIEC (Valerie Simons)
 - Enrollment Management (Gwen Pomper)
- Kelly's org: <https://www.colorado.edu/seniorvc/>
- Larry's Org: <https://www.colorado.edu/avcit/who-we-are>
- David Cavalieri is the Assistant Director of Dedicated Desktop Support and reports to Jill Ibeck.

Cloud back-up solutions and crash plans

- Scott Maize vetoed using a small business software suite for Karl Hanzel and it was suggested that an enterprise project would be appropriate.
- Larry pointed to Jason Armbruster as a good resource. Jason is the Enterprise Cloud Architect and Engineer, working under Orrie Gartner.
- Thomas Hauser is also a good resource. He is the Director of Research Computing.

Web services, where do we stand?

- First is Amazon. In the Office of Data Analytics, they have a data lake. We can turn on more services ASAP.
- Anschutz & Denver went with Google Cloud. Any time one campus goes with a vendor, their services are available in some form to the rest of CU.

A typical day for Larry

- Meetings
 - Deb Coffin (Advancement) about a capital campaign.
 - Boulder is heavily dependent on the advancement system
 - "Advance" is at end-of-life
 - The replacement will probably be Salesforce
 - A gigantic undertaking
 - "Birth to bequest", student success and advising will all be managed out of Salesforce.
- Francis Draper (Strategic Relations) is interested in CRS too. Boulder has a Salesforce instance for itself and took in a communication instance, thus e-comm was born.
- Boulder uses Salesforce in big way, well into 7 figures. We are trying to manage who's using it for what and stay on top of how data is being managed.

Roadmap for mid-tier systems (not a giant supercomputer or a laptop, but middle of the road)

- Thomas Hauser and his department (Research Computing) creates "condo" computers.
 - Stand up chassis power supplies and lots of memory (if that's its specialized use)
 - Sometimes blades, sometimes not, sometimes a GPU.
 - Pushing more toward buying just blades.
- Most users don't need horsepower for condos. They have a lot of data they can't filter around. They are working on changing the configuration to spread the load across the virtual environment.

- Scientists want more processing. They work off of their PCs and want to mount their work there. There is no “firehose” to take data from an outside source and bring it in.
- VMs are not powerful enough. Ashton talked to labs, DDS. It’s not quite there.
- Need one level down from a condo, but one level up from a PC. Struggle to support that.
- Larry said there is no current offering to match this need. Chris will add a side meeting on the topic.

OIT initiatives:

- Student Success, Jon Giltner (Director of IT Architecture) is working on an intergalactic data bus.
 - It will be a standardized service with API
 - Data will flow into and out of systems to an Amazon, cloud-based lake
 - Golden Gate (Oracle) might be part of the solution. We haven’t bought it yet. It moves data real time via change logs. This product will enable other projects.
- Student Success is also working on tools to allow faculty to be able to quickly assess how our 1st year students are doing for early intervention
 - The biggest loss of students is spring semester.
 - The 6 yr graduation rate is 70% (vs. 80% at Berkeley and 98% at Duke)
 - We are gathering and analyzing data (via Civitas)
 - Larry recommends bringing in someone from the Office of Data Analytics (Steve Vassallo or Robert Stubbs) to address this group. Both are involved in institutional research.
 - The goal is to create greater resilience for students and provide opportunities for early intervention.
 - ACO (Alternative College Option): Flexible first year curriculum for engineering students.
 - Doing more online:
 - Continuing Education: Can take courses for credit, pulling them closer to the main academic body.
 - Relationship with Coursera (pushes MOOCs out to people)
 - MSEE (online master’s in electrical engineering): If we can make this work, it will pave the way for others
 - Lecture capture and remote access for students
- ERP: Enterprise Resource Planning
 - Governance Committee: <https://www.colorado.edu/avcit/governance/erp>
 - ERP Manages budget priorities, standardizes and prioritizes major projects
- Advancement is the next big thing. Need early wins to pull in data.

What is the biggest technology challenge?

- Jon Giltner’s work (data streaming) is technically very hard
- Mobile radios:
 - 9 different departments on campus use radios to communicate.
 - Needs to work wirelessly, can be a life / safety issue
- OIM has taken us 7 years.
- GDPR- Dan Jones (SISO)

- We're all OK to keep doing what we're doing
- No exposure as far as Larry knows, Dan keeps him informed

Infrastructure:

- Networking, wireless could do better, but costs more money.
- In general, the campus is in decent shape.
 - One thing Larry pushed hard on, to go 100 MG everywhere.
 - Tried to put in new switches where it counted the most.

What can IT Professionals do to contribute to the IT goals of the University?

- Larry agreed to bring this question to CIODR.
- Can things be brought to them in the early stages to give them an opportunity to contribute?
- It seems like a shadow IT has to go on in order for all teams to supplement what OIT provides.
- Larry said there must be a continuum on campus. OIT can provide 90-95% of IT needs, but at a research institution, there is a lot of sophisticated work that general OIT can't do.

Agenda 3: ITP Discussion: December and January Meetings

- December 2018: Party
 - Taco bar with *maybe* some business discussion
 - Details forthcoming
- January 2019: Meeting cancelled
- Next business meeting: **Thursday, February 7th @ 2:00 PM in CASE W313**

Agenda 4: Open Discussion with IT Practitioners

(Led by Chris Bell)

IT Student Government Board:

- Dylan Sallee is here on behalf of the board
- The board is comprised of students to advise OIT
- Student survey to ask how OIT is doing, what they want to see and how the service is working.
- Input from group on things to add to the survey:
 - Ask students what they want to know that adults assume they already know
 - Feedback on wi-fi
 - Labs: Are there labs students don't know about?
 - How easy is it for students to separate their personal life from student life from work life (e.g. personal e-mail vs. student e-mail vs. work e-mail, different logins, memorizing usernames and passwords, etc.)?

Using cloud for data back-ups:

- On new machines, create a link from My Documents and Downloads to the cloud.

- People are saving to their PCs and not backing up.
- Run a batch script for links and then OneDrive does the job.
- Privacy is always an issue
 - The data we manage is not accessible from a Web interface.
 - We offer home folder and department share, whatever they feel they need.
 - Faculty, teachers are in different departments. By having ebb and flow, it gives them more flexibility. It's all secure ports and stored locally. If traveling, they hit the local copy.

Exchange email downloaded locally is saved on the computer.

- Cached exchange mode (old school)
- OneDrive has folder redirector
 - Also available on O365
 - It's not the default. You have to check a box

Requests between IT professionals on campus

- Is a ServiceNow ticket required when professionals make requests of each other?
- If within OIT, all groups should be able to work off the same request. Most are requiring new tickets. It slows down the process.
- A ticket opened with the first group should "flip" to the second group, and so on.
- Manny has been waiting 3 weeks on a simple "professional-to-professional" request.
- Chris will follow up directly with Manny on this issue.
- Strategic Relations uses their own ticketing system.
 - Some have had difficulty getting things resolved in a timely manner.
 - It's a non-OIT system, we can only grease the skids so much
- For OIT systems:
 - If you want to talk to someone, talk to them. They should not put you off by asking for ticket.
 - If you ask for a service, ServiceNow provides record.
 - Can you start a service or enable file access without a ticket? Creating a ticket might slow the process down by two days.
- "Your ticket has been received" e-mails. The average user doesn't know that that means something is wrong.
 - Jon Budoff says it's best practice. It's a reactive service message.
 - Messages are being revisited (6 mo project).

Documentation:

- Looking for feedback on a good cross-platform documentation system. Trying to stay out of the cloud (if lights out, documentation is handy).
 - Like Evernote - but costly
 - OneNote is available, but cloud-based
 - OIT KB is a confluence wiki, extremely effective and easy to make changes.
 - Confluence is expensive (unless OIT offers it as service...)
 - OIT went through a whole process to get KB, worth a conversation.
 - Price is the worst barrier (the cloud is not a negative). The biggest thing is cross platform, being able to pull all information into a central repository.

- Confluence is great cross platform, and more reasonable price-wise compared to other products.
- Sharepoint:
 - Free
 - Takes maintenance and upkeep
 - Only works if people make edits (otherwise things get out of date).
 - Can use standard Google sites to make it browsable.
 - Would a demo of Sharepoint be helpful? Must have an administrator for user support.
 - There is a Sharepoint user's group on campus (Lori will find and provide info)
- CASA has internal only pages on Confluence.

Agenda 5: Decision & Action Item Review

(Led by Chris Bell and Lori Flora)

- Larry will discuss with OIT Directors in CIODR how CCITP group members can contribute to the strategic goals of OIT.
- Chris will schedule a special meeting before the holidays on the topic of cloud back-up solutions (Jason Armbruster or Thomas Hauser).
- Chris will schedule someone from the Office of Data Analytics (Steve Vassallo or Robert Stubbs) for a future meeting
- Chris will follow up with Manny on a “professional-to-professional” communication issue
- Chris will explore ways to provide feedback and foster improved communication with Strategic Relations.
- Lori will provide information on the campus group for Sharepoint Users.