CCITP - Meeting Notes

Date: Thursday 02/7/2019
Time: 2:00-3:30
Location: CASE W313
Zoom: https://cuboulder.zoom.us/j/945880316

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Next meeting is Thursday, March 7, 2019

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Attendees (8): Chris Bell, Lori Flora, Jeff Taylor, Scott Griffith, Karl Hanzel, Danielle Rourke, Aisha Jackson, Joe Garza

Attending remotely (12): Adam Parker, David Kohnke, David Panish, Deborah Hamrick, Jon Sibray, Josiah Workman, Alan Fasick, Dan Herrick, Mike Monticello, Tim Crean, Youcef Baouchi, Eric

Action / Follow-Up Items for next meeting:
❏ Chris will follow up with Joanna Bertrand (Strategic Relations) and let her know what Libraries is doing with their digital signs.
❏ Chris will check on the Four Winds' API tie-in for messaging.
❏ Chris will check on running MS Teams on Linux machines.

Agenda:

	Topic	Time	Speaker(s)
1	Introductions / Announcements	10 min	Chris Bell
2	Departmental Online Education Discussion – Financial Futures	30 min	Aisha Jackson and Danielle Rourke
3	What is a Clean Client and why should I care? Stop guessing and start testing.	15 min	Joe Garza

4	New Tool for ITPs: Aurora Requests	5 min	Joe Garza
5	Input on CCITP Guests Spring Semester, Update on ITP List project, and general discussion.	25 min	Chris Bell
6	Decision & Action Item Review	5 min	Chris Bell/Lori Flora
7	End Meeting		

Agenda 1: Introductions and Announcements

(Led by Chris)

Update on digital signage:

- Officially, digital signage is owned by Strategic Relations (Joanna Bertrand). They are updating the Four Winds license and evaluating the campus direction (e.g. how we can use it in a smarter way). The proposed offering is cloud-based, which is different from the current configuration. If you have existing Four Winds signs and the new offering comes out, it's a "reinvent."
- Deborah Hamrick said Libraries has had all 15 signs in the cloud for over a year with great success. She'd love to see an enterprise license. She gave her name to Strategic Relations, but hasn't heard back. She has assisted others with digital signage and can serve as point of contact.
- Accessibility is an issue. Deb pointed out that the content has to be accessible, not the interface. For the blind, the data has to be somewhere else. The digital sign can't be the primary source.
- Chris will follow up with Joanna Bertrand on information from Deb Hamrick. The official message from Strategic Relations is if you haven't gone to Four Winds yet, hold off until further notice.
- There was a question about the API tie-in for sign messaging. Does Four Winds tie in to EMS? The 3rd party social media feed allows Instagram posts (another way for emergency posts). Chris will follow up. He thinks the rave alert is primary. Strategic Relations owns the effort. He will try to bring Joanna in to address the group.

Previous action items/concerns/issues:

- Outcome of Larry's discussion with CIODR: How can CCITP contribute to the strategic goals of OIT?
- Special meeting on cloud back-up solutions

- Future meeting with the Office of Data Analytics
- Professional-to-professional communications with OIT
- Improving communication with Strategic Relations
- SharePoint User Group (SPUG): Meets once a month on campus for lunch and learn sessions. Topics are related to how individuals, groups and departments are currently using SharePoint. To learn more, contact OIT's Sr. Messaging and Collaboration System Administrator, Tim Crean.

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: Departmental Online Education Discussion – Financial Futures
(Aisha Jackson and Danielle Rourke)

Aisha is the online workstream lead for Financial Futures. The Financial Futures initiative is about managing funds better for various initiatives. It supports a "revisioning" of how we do academics. The goal is to save money and also build revenue.

The process includes:
1. Diagnostics & benchmarking – Identify opportunities to save or build revenue (summer-fall 2018)
2. Solution Design – in process
3. Implementation – final phase

In the diagnostic phase, 12 work groups were formed, each focusing on building solutions. Workstreams fit into the following 4 categories:
1. Procurement Adoption
2. Gift funds: How to make better use of funds
3. New Revenue Generation: Online workstream is part of this, more academic-focused
4. Portfolio evaluation: What are we doing? Looking at efficiencies.

Online workstream: Identifying courses that would meet the needs of traditional and non-traditional students.
- Through conversations with groups on campus, we realized that we're not ready as a campus without addressing enablers.
- We have to flesh out what truly is the campus vision, what administrative support has to look like

We're trying to understand the current state. Many departments teach online.

- Jeff is not aware of anything in Mathematics
- Joe: Most faculty are not doing online classes. They are looking to supplement existing classes with online resources. A whole online section is done for credit every week.
- Jon Sibray: A couple of faculty are working on MOOCs.

There is no single location for information on online courses. If you hear about groups using online methods, let Aisha or Danielle know.

Agenda 3: What is a Clean Client and why should I care? Stop guessing and start testing.
(Joe Garza)

Joe is with the Messaging & Collaboration team. He is tier 3 support.

- Problem: Cases get escalated without details of troubleshooting steps
- Clean Client is a set of 5 virtual machines (VMs) that were created for comparison testing (suspect client vs. "clean" client).
    - If the problem *cannot* be duplicated on the VM, the problem lies with the local client.
    - If the problem *can* be duplicated, the messaging team looks at it.
- The clean client provides an additional tool for troubleshooting.
- VMs are subject to nightly resets.
- Machine names are: CC1, CC2, CC3, CC4 and CC5.
- To access one of the clean clients, you must be on the network or on VPN.
- Macintosh clean clients are still under construction.
- Issues requiring admin rights don't often come up, but there is an e-mail address if needed. For admin access or other assistance, message CleanClient@Colorado.edu.
- This set of VMs is for issues related to Messaging and Collaboration, but they were created as a troubleshooting tool for everybody.
- Types of errors this is helpful for:
    - O365
    - Corrupt mail profiles
    - Outlook data files (OST)
    - SRS files
    - Occasional account repair
- The idea is to save time troubleshooting and get to a solution as fast as possible
- Joe presented a demo
    - Use Windows Remote Desktop to connect
    - If CC1 is busy, go to CC2 or CC3, etc.
    - After logon, the profile will take some time to load
    - When done, close and log out

If people want to test things other than messaging and want to spin up a Windows VM, let Chris know. He will interface with OIT.

Question – will DDS be using this?

- The clean client is tier independent and designed to be open to everybody.
- DDS has or is working on documentation. Each department can figure out what's relevant to them.

Agenda 4: New tool for ITPs: Aurora Requests
(Joe Garza)

Messaging & Collaboration gets a lot of requests with missing information, which leads to "rework."

Eric Galyon (manager) and Youcef Baouchi (developer) created a web app to streamline requests. URL: https://aurora.colorado.edu/prod/Requests/

Joe presented a demo.
- The application is programmed to ask all the relevant questions.
- Requests can be submitted without opening a case in ServiceNow.
- It is open to customers and ITPs.
- It provides quicker access and takes less time to process.

Grouper is a similar portal for managing DLs
- It is universal mail-enabled vs. global
- More complex due to inconsistencies
- If a DL is not in Grouper, you can add it
- A tutorial is found here: https://oit.colorado.edu/tutorial/grouper-manage-members-email-enabled-groups

Agenda 5: Input on CCITP Guests Spring Semester, Update on ITP List project, and general discussion
(Chris Bell)

Suggested speakers for future meetings:
- Office of Data Analytics (Robert Stubbs): Data lake, pulling up data and reporting on it
- Amazon Web Services (Jason Armbruster)
- Google tools: How to set something up and make it usable for a department, storing confidential data
- IT Security: Storing confidential data
- Retention Management:
  - How long do you keep different things: reports and online data?
  - Does CU have a policy?

Chris is working on getting a team for this group in MS Teams. The IT subcom e-mail list is going away. We could use Teams for equipment swaps, giveaways, to post important information, ask questions, etc. It is likely our future so if you don't like it, speak up. Chris doesn't think Teams will run on Linux, but people can try it. He will look into it.

Agenda 6: Decision & Action Item Review
(Chris Bell/Lori Flora

- Follow up with Joanna Bertrand regarding digital signs / Libraries
- API tie-in for digital messaging
- MS Teams on Linux machines

Clean Client

Stop guessing and start testing

What can the Clean Client do for ME?

- Provide quick & easy access to a computer for comparison testing
  - Windows – Use Remote Desktop Connection to cc1-cc5 (use FQDN if having trouble connecting (cc1.colorado.edu)
  - If not in internal network, connect via VPN
  - VMs are snapped int AD, so use regular login
  - macOS – Still under construction

Clean Client Caveats

- Scope for usage is for Messaging and Collaboration-related concerns
    - Usually a problem with Outlook or other Office product
        - Office version is the one downloaded from the 365 portal – NOT the volume license
- Not a place for your Napster stash
- Not a place to mine cryptocurrency
- Subject to a nightly reset/rollback, so get on, test, and get out
- No warranties for lost data
- Not for production
- If you need administrator access or other assistance, message CleanClient@Colorado.edu