

CCITP - Meeting Notes

Date: Thursday 03/7/2019

Time: 2:00-3:30

Location: CASE E422

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

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**Next meeting is Thursday, April 4, 2019**

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Attendees (8): Chris Bell, Lori Flora, Dan Herrick, Patrice Thoressen, Joe Workman, Grant Matheny, Jon Sibray, Youcef Baouchi

Attending remotely (10): David Fassett, Jeff Taylor, Mike, Erika Kleinova, Becky Yeager, Deborah Hamrick, Greg Hoppes, Dave Kohnke, Joel, Denise Knowles

Action / Follow-Up Items for next meeting:

- Automatic Notifications from ServiceNow: Change verbiage to reflect who submitted the request (“request opened by…”).
- Facilitate ITP access to Aurora, and ServiceNow (by request only)
- Microsoft Team for ITPs
- Marshmallow roast on CASE patio!*

Agenda:

	Topic	Time	Speaker(s)
1	Introductions / Announcements	10 min	Chris Bell
2	Financial Futures: Hardware and Software Committee	30 min	Dan Herrick
3	Aurora – a helpful tool for ITPs	20 min	Youcef Baouchi

4	Open Discussion	25 min	Chris Bell
5	Decision & Action Item Review	5 min	Chris Bell/Lori Flora
6	End Meeting		

### **Agenda 1: Introductions and Announcements**

(Led by Chris)

Introductions:

- Attendees in the room introduced themselves.
- Chris reviewed the agenda.

Announcements: Becky Yeager (Research Computing, OIT):

- The Rocky Mountain Advanced Computing Consortium (RMACC) is having a Symposium May 21-23 in Boulder.
  - The symposium will be held in the Wolf Law Building, 2450 Kittredge Loop Road
  - The cost \$175 (some scholarships are available)
  - To register or learn more, go to <http://rmacc.org/HPCSymposium>
- RMACC has 23 members in 9 states. Members include educational institutions and national labs.
- The symposium typically attracts 250-350 people. It offers the chance to learn more about research computing and help other departments work with research computing. Topics include:
  - Peta storage system
  - Tutorials in programming languages
  - Information on High Performance Computing (HPC)
- There is also a sys admin track
- Look for a publication in the OIT Weekly.

Next month there is a full agenda, but Chris will be out of town. He is looking for a replacement guest host. If you're interested, reach out to Chris ([cbell@colorado.edu](mailto:cbell@colorado.edu), X2-2255)

Previous action items/concerns/issues:

- Follow up on Digital Signs (Chris)
  - Talk to Joanna Bertrand about Libraries use of digital signs
  - Check on the API tie-in for messaging
- MS Teams on Linux? In process, per 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:

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## **Agenda 2: Financial Futures and the Hardware/Software Committee**

(Dan Herrick)

There is a lot of activity occurring on Financial Futures. There are 4 focus areas (workstreams):

1. Procurement Adoption Strategy
2. Use of Gift Funds
3. New revenue Generation
4. Portfolio Evaluation

The hardware/software committee is part of the Procurement workstream.

- The goal is cost savings (target 4.8 million).
- The committee has saved 3 million, with more projects coming in.
- Financial Futures has four phases:
  1. Diagnostic (complete)
  2. Solution Design (active)
  3. Implementation (not yet begun)
  4. Leadership (not yet begun)
- We are building cases around projects with the highest impact and easiest to achieve.
- Financial Futures is a CU Boulder activity, but we are partnering with Procurement Services.
  - We are better served financially by looking at whole CU system agreements.
  - Procurement Services can best help us determine the merit of a business case by looking at system agreements.
  - We are not limited to this model and continue to explore what makes sense:
    - Economies of scale
    - Marketplace integration.
- Some projects will require a buy-in from campus constituents. We are trying to be as inclusive as possible.
- The process is fast-paced. We are advancing business cases every two weeks.
- Dan thinks we need a better IT "spend" analytics plan (What are we spending, where are we spending it and can we do better?)
- In the future, there won't be as many high level projects.
- His committee is looking at:
  - Unified messaging systems

- Ways to optimize, consolidate
  - Duplicate platforms (CRM)
  - File storage, printing and AV
- Dan wants your input.
  - Are we addressing the right things?
  - Are there things you want to see addressed from hardware/software perspective that we could do better in a financial sense?
- Patrice asked if Student Affairs was involved.
  - Housing is going through the same exercise at a divisional level. There is a drive to share services, knowledge, staff and move toward optimization and consolidation.
  - Student Affairs may be involved in other areas. Dan will put Patrice on the mailing list.
- There are a lot of resources available, and there's a lot of interest in moving them forward. We want to gather collective and specific knowledge. Financial Futures is looking at "total spend" and how we can do better.
- Grant made a pitch for the committee he was on, saying it was one of the most productive, high level committees he's ever been on. He said there are good people involved who really care.
- CU hired a consulting firm (McKinsey).
  - Dan's committee was cautioned to look carefully at CRM and why are there so many instances.
  - Just because it's the same tool does not mean it's used for the same thing. If it's not accessible at a central level, we have to duplicate it.
- Incentivizing purchases – If we all go in together, it's cheaper to buy outside because of economies of scale.
- Using managed services vs. something outside – it is cheaper to go outside. Often the cost of managed services is too high. Sometimes the up-front cost has ramifications.
- Chris suspects there are kick-backs at the system level (nothing illegal, the system might get funds if you use their approved items. It helps them feel justified to buy on Amazon.)
- Dan suggested bringing someone in from PSC to address:
  - The ramifications of each department getting their own stuff.
  - What we are doing or not doing at an organization level.
- Sometimes we don't know what others are doing or even what's out there. It would help to publish things and make them available.
- How can we leverage what we're already saving (personnel, servers in the closet, etc.)? What is the real cost? Can those savings be counted? In part, it's the return on mission vs. cutting services/personnel.
- Is there enough campus-wide interest in Amazon purchases to negotiate free Prime delivery? There is a Huge Amazon component in another workstream. Dan knows it is being explored, but doesn't know the details.
- The Financial Futures website has announcements about upcoming town halls and listening sessions: <https://www.colorado.edu/financialfutures/>
- A big area of cost savings is Enterprise agreements
  - Adobe: We are looking at creative cloud and acrobat for all
  - Microsoft:
    - Bringing awareness to contracts and the software catalog.
    - Software management and life cycle management, many have interdependencies.
    - A staff computer program.

- Could we facilitate a consortium for consolidated purchases? We buy for faculty, why not buy computers for staff?
  - Cost subsidies: It doesn't buy the entire computer, but the source of funding is ages old and a great program.
  - We need to model it a bit more (that'll be round 2). It's not the dollar savings, but rather putting value-adds in bundles and managing it differently.
- With a consortium of large purchases, we could have cost savings, but who coordinates it and pays their salary?
- AV equipment: We now have a pool of funding.
  - Could OIT provide managed services and drive down the cost of capital construction? We want to standardize classrooms so any faculty in any room can connect.
  - Capital construction is doing its own thing. The reason the contracting firm is doing the whole project is because of bundled costs.
  - OIT is preferable to a vendor for an AV remodel or build out for the department, but requires appropriate staffing. The cost would be less, but how much less?
- Contact Dan with any follow up comments or questions: [dan.herrick@Colorado.EDU](mailto:dan.herrick@Colorado.EDU) or X5-7683.

### **Agenda 3: Aurora – a helpful tool for ITPs**

(Youcef Baouchi)

Aurora is an internal tool with 2 components:

- Admin portal: The admin portal provides a snapshot of a person's accounts. At the top level there is basic information (pin, last 4 of SSN).
- Off of that hangs other objects, such as secondary accounts, e-mail lists, rosters data, Google data, O365 data, shared drives, MS Teams, etc. It is a view into a person and their connections.

Can ITPs use it?

- Providing access is easy, whether or not it's allowed is a different conversation.
- If you have access to Northstar, then you can access Aurora.
  - Northstar is an Identikey lookup directory.
  - \*For access, ask Chris.
- Aurora was created to simplify the process. It also provides automation.

Service tickets often have inadequate information, which is where Aurora comes in.

- New account requests: Students may already have an account from previous work with CU. If we don't have the right naming convention, it requires a lot of back & forth with the user.
- Automation: Creating accounts is a multiple step process. All aspects must be done in order for it to function properly. By automating, we eliminate the inconsistencies that sometimes occur when doing it by hand.
- By gathering data and creating a library, we can outsource some tasks to the Service Center.
  - The roster for courses is data driven. We create a list on the back end and it gets populated from data on the database.
  - If a student is not added to a roster for some reason, the Service Center can help them.
- Information that can be found in Aurora:
  - "haveibeenpwned" lets you know about e-mail breaches and compromised passwords.
  - You can look up ServiceNow requests and find details about O365 data, which is helpful to diagnose certain issues.

- You can see One Drive information, forwarding information, automatic replies and find out who has access to their mailbox.
- You can see Active Directory information and find out what groups they are a part of. (LDAP is useful for diagnosing and routing issues.)
- You can find out what GSuite groups they are a part of.
- You can create or purge a course roster. (It helps manage faculty teaching if something is wrong with a course.)
- You can subscribe or unsubscribe to lists.
- If an account is locked, the Service Center or DDS can unlock it from here. You can also suspend an account to remediate a compromised account.
- Mail loops are no longer possible with our new OIM.
- Some items are not allowed outside of the Service Center. The permissions matrix is mostly “read only.” (If adding or removing people from e-mail lists is an important activity, we can discuss full access.)
- The Request Portal:
  - Requests for resources can be submitted through the Request Portal. It is easier than going through Service Center and drives down calls.
    - Resources include: Google drives, distribution lists, SharePoint teams, EXE accounts, resource calendars, secondary mailboxes, etc.
    - The forms are straight forward. If you’re submitting on behalf of someone, enter their identikey.
    - The system checks for an existing account. You cannot create one that already exists or doesn’t comply with the naming convention.
  - When a request is closed, an automatic notification will be sent.
    - Can the notification be changed to reflect who sent in the request?
    - \*Chris will check with Jon Budoff.
    - \*Chris will navigate ITP access to Aurora. If you want access, send e-mail to Chris.
- ServiceNow:
  - Giving ITPs access to ServiceNow has been discussed. Recently, OIT decided not to do that. Requests will be handled on a case-by-case basis.
  - To request access, contact Jon Budoff or reach out to Chris (he will interface). Jon can be reached at [jon.budoff@Colorado.EDU](mailto:jon.budoff@Colorado.EDU) or X2-3874.
  - Chris is not sure of the cost, “read only” is free.

#### **Agenda 4: Open Discussion**

(Chris Bell)

More of this type of information (useful campus tools) would be great for future meetings.

#### **Agenda 5: Decision & Action Item Review**

(Chris Bell/Lori Flora)

1. Chris will follow up with Jon Budoff regarding automatic notifications from ServiceNow (updating verbiage to reflect who submitted the request, e.g. “request submitted by…”).
2. Facilitate access to Aurora and ServiceNow (by request only)
3. Microsoft Team for ITPs