

IT Council Minutes
Cheek 108
September 1, 2015
3:00 p.m. – 4:30 p.m.

Members Present: Jeff Morrissey, Greg Rainwater, Sarah Caldwell, Mark Putman, Kevin Piercy, Matthew Morris, Victor Matthews, Scott Schneider, Gloria Galanes, Dominic Pecoraro

Members Absent: Robert Hornberger

Guests: Pat Day, Tom Peters, Angela Barker

The IT Council Meeting was called to order at 3:01 p.m. and the Council Chair determined a quorum was present.

Minutes from the July 7, 2015 meeting were reviewed. Victor Matthews moved to approve the minutes. Mark Putman seconded the motion, all approved and the motion carried.

Membership Overview and Welcome of new Members – Jeff Morrissey

Jeff welcomed and introduced the new members of IT Council to existing members. Jeff also reviewed the guiding principles of IT Council and led a discussion on the roles and responsibilities of council members. Jeff requested all council members review IT Council website with specific attention to the minutes archive to better understand the accomplishments of last year and what initiatives are currently being worked on.

University Testing and Assessment Center Update – Tom Peters

Tom provided an update on the progress of creating a University Testing Center on the lower level of Meyer Library. Construction is almost complete but the opening day of the center has needed to be moved from late August to sometime in September.

Microsoft Office 365 Updates

Federated Identity – Pat Day

Pat Day, Coordinator of Operations and Systems for Computer Services, informed the council that Computer Services has contracted with Alexander Open Systems (AOS) to federate the University's Active Directory with the Microsoft Office 365 Active Directory. This federation will allow Microsoft Office 365 services to be accessed using University BearPass logins and passwords instead of requiring additional accounts to be created for everyone, and is a part of the required infrastructure changes needed for the OneDrive for Business rollout, as well as any future expansion of Microsoft Office 365 services.

OneDrive for Business – Pat Day, Kevin Piercy

Pat then informed the council that Computer Services had begun their rollout of OneDrive for Business to an initial group of 100 users, most of which are centralized and distributed IT support staff. Once these users are ready to start supporting new users the rollout will continue with coordination by the User Support unit of Computer Services. Kevin added that the plan at this time is for a gradual department-by-department rollout, with an emphasis on minimizing disruption and showing people how they can most effectively use the new service.

Recommendation to host faculty and staff email services – Jeff Morrissey

Jeff updated the council on the efforts to secure the approximately \$97,000 per year required to move faculty and staff email services to Microsoft Office 365, but added that Kevin had new licensing information to share about the project.

Kevin informed the council that beginning September 01, 2015, the Microsoft Office 365 for Education E3 plan that the University was hoping to purchase has been eliminated and the advanced features that are required for compliance and security purposes are now essentially “free” since the University has an existing Microsoft EES and Campus Agreement that includes other specific components that are already being paid for. Kevin reiterated that while the new options are often described as free, it is more accurate to say that they are now included in our existing agreements at no additional cost. Features now available to the University at no additional cost include:

- Azure Rights Management for archiving, eDiscovery, data loss prevention, and rights management services
- Email and Calendaring services that include a 50GB mailbox per user, attachment sizes up to 25MB, and improved web and mobile clients
- OneDrive for Business, which includes 1 TB of cloud storage for each user, the ability to share files with people both inside and outside the University, and the ability to sync, access, and edit files from a variety of devices, including smartphones
- Team Sites for collaboration and keeping team and project documents, notes, tasks, and conversations organized together
- Skype for Business, which provides the ability to connect with other Skype for Business users via instant message, voice calls, and video calls, and letting people know your availability with your online status
- Online Video Conferencing for hosting meetings and conferences and more with audio and video using one-click screen sharing and HD video conferencing, including the ability for online multi-party HD video conferencing with up to 250 people and real-time note taking
- Office 365 Video services that allows video messages to be uploaded, shared, and played back
- Yammer Social Networking collaboration tools for groups, conversations, and documents
- The ability for individuals to install Office 365 Pro Plus on up to five devices

Jeff added that the next step will be for him to deliver a presentation to Administrative Council

and get their feedback. If approved, the migration work will begin on defining a timeline and plan for the migration, which will require a high level of involvement from IT Council. In response to Mark Putman asking what the expected savings would be from the migration, Jeff replied that while hardware and software will no longer need to be purchased to host faculty and staff mailboxes, those savings will be small compared to the savings that came from moving the student mailboxes to Office 365, and that while the services will be hosted by Microsoft, the University will still require personnel to administer the services as they do now. The real savings from the migration will come in the form of the new compliance and security capabilities that will not require additional University funding as well as the increased productivity that will come from faculty and staff having access to the new services and features.

Student Computer Usage Fee (SCUF): Springfield Campus Updates: Kevin Piercy

SCUF Central Printing – Kevin Piercy

Kevin provided the council with updates on the BearPrint and BearPrint Premium systems, including printing volumes, new and improved features, BearPrint cards and accounts, and hardware and maintenance

Kevin informed the council that for BearPrint, the print volume for traditional b/w printing seems to be holding steady, but there has been an increasing use of color printing, which is presenting several challenges. The primary challenges at this time are increasing demands for ability to print in color on 11x17 paper and the increasing age of the color printers in the Open-Access Computer Labs. The color printers in the Open-Access Computer Labs are 5 years old and only handle 8.5 x11 paper, whereas the discipline-specific labs have newer printers that can handle the larger paper sizes. Investigations are underway to determine the feasibility of replacing all, or some, of the color printers in the Open-Access Computer Labs in order to meet the increasing demands. BearPrint Premium, which handles specialty printing, has seen a significant increase in usage of the large format printer located in the Glass 229 Open-Access Computer Lab but still relatively small compared to the 3D printer located in that lab. Student excitement concerning the 3D printer continues to grow, evidenced in part by the recent article in The Standard, but the very long print times seem to limit how much it is used.

Kevin informed the council that Computer Services has implemented BearPrint WebPrint, which allows common files types to be printed via upload from a web page. This provides a cross-platform printing solution for mobile devices, including student laptops, which has been an SGA priority for years and that both Computer Services and the students are happy to finally have a solution in place. Instructions for how the new features have been added to the Help Desk website and Experts Knowledge Base, and promotional materials have been made available in the Open-Access Computer Labs.

Kevin informed the council that BearPrint and BearPrint Premium cards are currently sold at the MSU Bookstore and Meyer Library plans to sell them as well, which should be a great benefit to the students due to the increased hours of availability. There has also been an increasing number of requests for departmental and organization accounts, and work is underway to determine the best way to handle the financial aspects of this. Multiple ways have been tried so far and the options are currently being evaluated.

Kevin informed the council that the sixty-one Dell 5350dn printers purchased in FY 2012 continue to work well, as are the five new high volume printers purchased in FY 2015. The new printers are much faster than the ones they replaced and have greatly reduced maintenance and supply costs as expected. There are still a few user training issues in some of the distributed areas, but overall the printers seem to have been a great investment. Efforts are currently underway to determine if any additional printers are needed to meet student demands, but there has been no conclusion at this time.

SCUF Central Software – Kevin Piercy

Kevin provided the council with updates on SCUF Central software, which is used across a variety of academic units and includes:

- ESRI Educational Unlimited Site License
- IBM SPSS Statistics Standard Campus Edition Subscription
- Wolfram Mathematica Site License
- Microsoft DreamSpark Premium subscriptions for STEM areas
- Minitab 55-user annual license
- SAS Education Analytic Suite License
- Microsoft Campus Agreement Renewal (42%)
- Adobe Creative Cloud for Teams Device Subscriptions for COAL, COB, Open-Access Multimedia Lab

Over recent years there have been several changes to how these are licensed.

- Adobe switched their licensing model from perpetual to subscription based.
- IBM SPSS changed how home use is covered, eliminated home use for students and reducing faculty home use from unlimited users down to 80 users for the same cost.
- Autodesk, which was previously purchased as part of SCUF Central Software, became free for academic use and was removed from the list.

More changes are coming soon and include:

- Microsoft DreamSpark Premium subscriptions are switching from STEM College to STEM department, increasing the cost to SCUF.
- Adobe is increasing prices for next fiscal year, increasing the cost to SCUF.
- Minitab is considering changing their licensing model from concurrency-based to install based, which would increase the cost to SCUF.

- Wolfram is considering changing how software is bundled in their site licenses, which would increase the cost to SCUF.

Many of these packages have been used at the University for decades and broadly licensed and distributed. As a result, it is unclear where these applications are in use, making it very difficult to adapt to changes in the licensing model and to stay compliant. Increased communication with faculty and academic leadership to determine how and where these software packages are used is needed, as is a better tracking and distribution system for these products.

Instructional Technology Advisory Committee (ITAC) Updates

Fall 2015 Start-of-Semester Report – Angela Barker

Angela reviewed and led a brief discussion on the ITAC report titled *September 2015 ITAC Progress Report to IT Council* illustrating the highlights and recommendations set forth for FY16. Concerns related to the how upcoming construction and renovations will impact ITAC's schedule for upgrading all large classrooms to the new TECH-LARGE CLASSROOM standard were discussed and Angela informed the council that ITAC is going to review the schedule and include revised recommendations concerning the schedule in the next quarterly report to IT Council. Angela also brought up ITAC concerns on how to handle lifecycle maintenance of classroom technology that was originally purchased using construction project funds, and stated that ITAC will need guidance from IT Council as to how to handle these situations.

A copy of the ITAC Report can be found in the IT Council Minutes Archive.

Classroom High-Density Wireless Pilot Project – Jeff Morrissey

Jeff informed the council that the Classroom High-Density Wireless Pilot Project planned for Strong Hall was ready to proceed, with installation of the additional wireless access points scheduled to be underway by the beginning of October and completed before the end of October. Jeff reminded the council that this project was designed to address the wireless density issues identified by the Network Advisory Committee (NAC) and should allow everyone using the Strong Hall classrooms to connect to the wireless network concurrently, and that the projected cost of the pilot was \$30,000, split evenly between SCUF and AIS.

System Center Configuration Manager – Kevin Piercy

Kevin provided the council with an overview of System Center Configuration Manager (SCCM), which is an IT management product from Microsoft designed to provide large organizations with a unified infrastructure for client management and protection. This infrastructure makes it easier and faster to administer client systems, maintain system compliance, and deploy and manage applications. The University's license for SCCM comes from the MS Campus Agreement and includes the University's current antivirus/antimalware solution. To maintain

compliance with software license agreements, the University is required to use SCCM, or a product with equivalent features, to deploy Adobe software or individually licensed Microsoft software to Windows systems.

Kevin then informed the council that Computer Services is about to proceed with the next phase of the University's System Center Configuration Manager deployment, which is titled SCCM Rollout Phase 2 Pilot Group 1. This next stage of the rollout will be focused on developing an effective and efficient SCCM security implementation that gives greater access to distributed IT staff and establishing standards and best practices for using SCCM at the University. SCCM was designed to work best in organizations with a centralized model for IT support as opposed to the University's federal model of IT support, which has presented several challenges in getting it more broadly deployed. A limited number of support areas will be included in the Phase 2 Pilot Group, and were chosen based on their technical expertise and close working relationships with Computer Services. These areas are: the Instructional Technology Advisory Committee (ITAC), Residence Life, the College of Health and Human Services, West Plains Information technology Services, and the User Support unit of Computer Services. Phase 2 Pilot Group 1 will last from October 2015 through April 2016 and, assuming the pilot is successful, Phase 2 Pilot Group 2 will begin in May 2016 and include the other distributed IT support areas.

Kevin concluded by cautioning the council that while SCCM will bring a lot of benefits to the University, the potential for disaster is great for untrained IT support staff, giving the example of IT support staff in other organizations accidentally formatting all the computers in their organization simultaneously. This is one of the reasons Computer Services is proceeding slowly with the rollout and working with the distributed IT staff to establish standards and best practices for using SCCM at the University.

Jeff added that the Campus User Support Committee, which is chaired by Kevin and comprised of all the distributed and centralized IT support staff, works closely with IT Council on many projects. Jeff expressed his gratitude that the University has such a quality IT staff that is willing to work together as a group.

Network Infrastructure Update– Jeff Morrissey

Internet Bandwidth Capacity – Jeff Morrissey

Jeff informed the council that since the start of the semester, the University's internet bandwidth usage had been peaking at over 2 Gbps, which is more bandwidth than the University had prior to the May 2015 increase to 6 Gbps. The purchase of additional internet bandwidth capacity and the Fortinet network security appliance continue to be shown to be a good investment for the University and allowed services to be provided without degradation.

New Business – None

Victor Matthews motioned to adjourn the meeting. Mark Putman seconded the motion, all approved and the motion carried. Meeting adjourned at 4:17 p.m.