

ITSAC Meeting Notes
February 16, 2017
2:00 – 4:00 PM

Attendees: Tom Ambrosi, Aurora Clark, Christopher Coons, Saleh Elgiadi, Sasi Pillay, John Schneider, Michael Stamper, Lynn Valenter

Absent: Kimberly Anderson, Fran Hermanson, Colleen McMahon, Chris Meiers, Greg Neunherz, Tony Ophem, Ryan Risenmay, Jay Starratt, Richard Zack

Guests: Holly Ashkannejhad, Bonnie Cooper, Stephen Locker, Bill Rivers

DISCUSSION ITEMS

Executive Policy #7

Holly Ashkannejhad, Asst Director, Office of Equal Opportunity

- EP #7 was approved in 2001 to address University web accessibility
- The University received a complaint regarding web access last fall; this emphasized the need to make improvements with accessible technologies in order to be ADA compliant
- As a result, WSU is required to have a number of key provisions in place including performing an audit of all University websites and publishing information on how to file grievances regarding technology that is not accessible
- The Washington state Office of the CIO issued Policy 188 to address accessibility
- A revised draft of EP #7 has been written and submitted to subcommittee; Holly will forward to ITSAC members
 - The revised EP #7 will address all IT, not just web accessibility
 - Need to offer 'equivalent' information to persons with disabilities, not necessarily 'identical' information
 - There can be exceptions to the policy if compliance creates an undue burden
 - Exceptions will need to be presented to a committee, which is yet to be appointed
 - In addition to web access, published documents and videos also need to be accessible
 - Will need to address how and who will monitor/police the information to be sure we're being compliant
 - Departments are responsible to ensure all of their websites are accessible
 - These include faculty's home pages
 - OEO will issue softer statements to encourage departments to engage in best practices, provide maps/blueprints to students and staff with disabilities, etc.
 - Policy needs to address three types of student learning models:
 - On-site classes not using Blackboard
 - On-site classes using Blackboard
 - Online classes
- Instructional Technology subcommittee will help broaden the message to faculty so they understand what is required to be compliant

- Will need to determine how to train faculty and staff
- Will need to be mindful how these accommodations impact faculty and the effort for them to make their material accessible
- Departments need to know what the requirements are and provide the resources to faculty
- President Schulz is willing to make some funding available
- Vancouver campus has committed to investing to help their faculty through three programs:
 - Faculty time-slip support
 - Provide closed-captioning software
 - Accessibility tune-up – audit and make recommendations to find where the gaps are and put the funding there to help
- Will need to define a workflow for handling complaints so these will go through help desks
 - Further deliberations and discussions can be referred to Holly's office
- EP #7 currently only addresses accessibility technology in classrooms, and not in conference rooms

Office of the Civil Rights and Remediation Requirements

Stephen Locker, Director of Web Communication, Information Technology

- After the complaint was received in November, WSU entered into a resolution agreement
 - WSU needs to provide a way for students to file grievances regarding accessibility issues
 - WSU needs to have web accessibility links on all web pages
 - University has inserted the accessibility links on web pages and provided a written response to the OCR; when OCR approves, we have 10 days to address
 - WSU needs to determine an auditor by March; there has been a push for Stephen to fill that role and he is agreeable to that; then we will have five months to perform the audit
 - Everyone who adds content to University websites will need to do annual accessibility training
 - We are looking at tools to build into our dashboard to identify accessibility issues
 - We have been developing accessibility guides
 - Will have two years to be compliant after OCR approves
 - All new content needs to be compliant; don't need to worry about legacy pages, but this could be a good time to retire these old sites
 - We need specialized tools, especially for web production (Aria)
 - Stephen's office has recommendations for closed captioning software; Google is okay for 1st pass and it's free
 - Information going out to ATO's next week that we've entered into the resolution agreement

Office 365

Bill Rivers, IS Director, ITS

- Phase 2: to move all ITS on-prem mailboxes (approximately 11,000-12,000) to the cloud; have completed about 80% and will be done by July 1
 - Bill asked the ATO's when they'd prefer to move over and has only heard from Spokane and Vancouver; Bill will assign the time slots for the other areas
- The Microsoft product being used to migrate mailboxes will no longer be available after April 4th; therefore, this project will be completed by March 31st
- Calendar migrations will be based on areas; have been working with area IT departments to work through logistics; these will be accomplished during the April, May, and June timeframes
- Phase 1: OneDrive and ProPlus roll out is complete for all 44,000 students, faculty, and staff; more info needs to be put out on the website
 - Vancouver has run into a variety of sync issues with OneDrive and they are working through these; these issues can be dependent on the computer type
- Phase 3: WSU has approximately 8-9 other email systems; our strategy is to reach out to these groups to convert them; President Schulz will mediate any issues that come up
- There are some big issues with calendaring, especially AMS; can't see details across areas

IT at WSU

Sasi Pillay

- Sasi shared some PowerPoint slides that were recently presented to the University Council
- WSU IT is built on WSU Strategic Themes with three tenets (Mission Enablement, Risk Reduction, Cost Effectiveness) serving two different communities:
 - Academic/Research Computing (Kamiak)
 - Administration & Business Computing (newer/better platform needed for ERP)
- Four areas of ITS:
 - Customer Infrastructure Services
 - Business & Administration
 - Enterprise Applications
 - IT Security & Privacy
- WSU IT services updates:
 - MS 365
 - The University will not be running an email system the way we used to; we will consolidate all users
 - Skype for Business
 - MeetingPlace will be decommissioned March 10th
 - Skype will be integrated with videoconferencing solutions in Pullman & Spokane
 - Single Wireless Experience
 - This service provides a common and seamless wireless user experience throughout WSU statewide and beyond

- Includes Eduroam support
- Help Desk
 - The goal is not just to help with issues, but teach users to help themselves through a new Knowledgebase
 - Currently evaluating a single ticketing system to be used university-wide, including ESG and the ERP system; moving towards ServiceDesk
 - Will implement workflows to respond to customers more quickly; will make it easier and simpler with less friction for our customers; will utilize a single call-in # for all WSU
- Data Center
 - Current system is based on 1970's standards
 - Kamiak can grow another 20% until we grow out of UPS power; power and cooling are beyond practical limits
 - Submitted \$5M capital request to build new data center in ITB atrium
- Integrated Security Ops Center & Network Ops Center
 - Dedicated to tracking incidents
 - Will cross train workforce
 - Will enable teams to quickly identify trends and anomalies
 - Will provide unified risk mitigation
 - Possible consolidation for regional SOC/NOC for monitoring multiple external entities
 - Fully operation in April 2017
 - Could potentially partner with Microsoft, IBM, or others
 - Will need to be aware of risks when connecting computers to the network during repairs and also from computer classes where students are submitting code for assignments and faculty are running the code to evaluate the student's work
- Rural Broadband
 - To provide WSU intranet and connection to all extensions
 - Re-architecture requirement from a security perspective
 - Benefits include collaboration of work and resources; telemedicine; expansion of on-line education; improved redundancy and security
 - Working with internet providers to put plan together
 - Could be turned into rural hub zones
- HPC
 - Completed over 600K jobs in the last year
 - Want to bring in more immersive technologies
- Comprehensive Enterprise Management System
 - To help with customer service, invoicing, and tracking
- Internal Changes
 - To improve ourselves
 - Will establish a change control board
 - To evaluate ourselves and determine how to do something better (lessons learned)
 - Will establish an architecture review board and create a culture of project management
- Enterprise Applications
 - Academic performance system

- Student success collaborative
 - Mainframe computing
 - Student information system upgrade
 - Modernization of business systems
 - Need to evaluate how we archive historical data
- Information Security and Privacy
 - Roadmap/strategy—will be going through Governance; hoping to submit to ITSAC at next meeting
 - To include data classification and data stewardship policies
 - PCI assessment and audit completed last June; working on HIPPA and FISMA frame work now
 - Need to make sure we're consistent with Enterprise risk management
 - Working towards optimized risk mitigation
 - Put together funding proposal for Identity Governance & Administration; to be tied to ERP; pricey solution
 - Would need funding in place by June/July 2018 and need decision/approval this April-June at the latest; ERP is predicated on this
 - Information Security Training & Awareness
 - Should become an annual event; should be available at all times
- Path forward for integrated WSU IT services
 - Need to determine what services could be done better through central IT versus local IT
 - Many services are not efficient and WSU is wasting a lot of resources due to duplication of services
 - Need to determine what should be a shared service and agree on a portfolio of services; will develop sample portfolio for shared services (services for which we should not be competing)
 - Also need to agree on operational and customer service metrics
 - Need to develop a funding model/establish a base budget, then can talk about innovation
- IT Governance
 - Why is it needed?
 - Unclear roles and responsibilities; unclear how decisions are made; unclear strategy
 - Unable to leverage buying power without it
 - To eliminate redundant and duplication of IT services
 - To avoid multiple IT service providers from different organizations
 - Internal competition is diluting funds for strategic investments
 - Changes with IT Governance
 - Requested chancellors and deans to nominate members to ITSAC; representatives need to have the authority from the chancellors and deans to make decisions
 - 1st year of ITSAC will be chaired by WSU CIO; deputy chair will be one of the campus CIOs (position will rotate)
 - ITSAC will review and make recommendations to President's Senior Council (VPs and chancellors; to replace the IT Executive Board); will present opinions every quarter

- ITSAC will continue to meet during this transition and subcommittees will remain active
- Approach for communications and discussions
 - Town hall meetings
 - Faculty senate meetings
 - Forum for department chairs
 - University Council
 - Government relations
 - Corporate collaborations
 - Partnerships

Instructional Technology Subcommittee Recommendation Regarding Courier

Christopher Coons

This topic was not discussed due to time constraints.

Subcommittee Updates

No updates due to time constraints.