

# WSU ITSAC MEETING NOTES

## MEETING INFORMATION

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**Date:** May 24, 2018

**Time:** 1:00 – 3:00 PM

**Location:** Pullman: Spark 212; Everett: TBD; Tri-Cities: Floyd 101A; Vancouver: VCL 219; Spokane: SAC 415

In attendance: Bill Bonner, Terry Boston, Alistair Boudreaux, Aaron Brumbaugh, Scott Bullers, Christopher Coons, Greg Crouch, Geeta Dutta, Erika Fleck, John Johnson, Patrick Keopanapay, Wade Lafferty, Alex Merrill, Kurt Mueller, Greg Neunherz, Sasi Pillay, Cheryl Reed, Erin Rice, Bill Rivers, Gary Saunders, John Schneider, Michael Stamper, Jacqueline Southwick, Matthew Vaughn, Lauren Wells

## AGENDA

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### Welcome/Introductions/Approval of April Minutes

*Sasi Pillay*

? moved to approve, Wade seconded. April minutes approved.

### Scantron

*Christopher Coons*

- This working group has met once and they are working with ITSAC members to ensure they have broad representation within the group.
  - They are working to assess the options and to create a chart of responsibilities.
    - This group will come to ITSAC with recommendations.
- Sasi reminded all ITSAC members to keep their constituents informed and bring their feedback back to the larger group.

### ITSAC Membership

*Sasi Pillay*

- Sasi suggested that ITSAC be open to ex-officio members, where they are allowed to come to the meetings and provide updates/reports but have no voting rights.
  - Sasi moved to include his direct reports as ex-officio members.
    - This was approved.

### Microsoft Debrief

*Sasi Pillay*

- The March meeting with Microsoft provided a deep dive into the many services Microsoft provides.
  - We are moving into A1, A3, and A5, Ideally, we would like to get to A5.
    - We are paying about \$450k, and we expect this cost to increase 50% to get to A3, and to increase double to get to A5.
  - ITS is actively working with Okta because we believe this to be a more mature product.
  - Bill B. inquired about much we are currently paying Proofpoint when Microsoft has similar tools.
    - ITS leadership has been discussing costs relating to vendors and researching who offers the best services. Sasi updated that with Proofpoint we are spending over \$300k.

- As Microsoft products mature, we will look at consolidating multiple vendor contracts to be more cost-effective.
- We want to move forward with MFA before Workday is implemented.
  - Bill R. updated that with the ERP, in relation to Okta vs. Microsoft, Mike Corwin's group would have to rewrite all the interfaces if we went with Microsoft, but with Okta, his group would not.
    - Sasi noted that we need to constantly be changing our technology, and to stay focused on services and solutions.
- Sasi will ask Dawn Barnard to attend an upcoming ITSAC meeting to discuss LinkedIn Learning (cost: over \$200k). It was asked if we could bring this price down by using user-based pricing.
  - Greg and Dawn will look at site license opportunities with the Procurement Subcommittee.
    - Greg will call this subcommittee to order and let them know they will move forward down this road.
    - They will develop a charter, action items, working schedule, and current ecosystem.
    - Bill B. addressed an issue with MatLab. He is concerned we are going down the same road as we did with Creative Cloud.
      - Group discussed budget situation and expectations, and the pay-to-play model (as previously discussed, we would like to move away from this).
      - Whatever model the Procurement Subcommittee comes up with, ITSAC will discuss moving forward.
      - Greg noted that currently, SPSS and SASS are on the pay-for-play model. There is an opportunity that SASS and SPSS could be treated no differently than MatLab.
      - Sasi asked all ITSAC members to work on moving their areas' culture away from the pay-for-play model.
  - ITSAC members will be invited to the next Executive Briefing, though one has not yet been scheduled.

## Vision for Help Desk(s)

*Sasi Pillay*

- Sasi presented his Vision for Help Desk(s) PowerPoint
  - Tier 0, 1, and 2 would benefit the customers. The customers can ask one question within a Help Desk ticket and have that ticket routed to the appropriate area.
  - This Help Desk reporting allows for active management, and is updated 24/7.
    - This has been released to the ITS staff, and we are working to publish results to our ITS website.
  - Sasi presented the Jira Help Desk.
    - Greg N. offered that he asked for training for his technical staff, and the charge was \$1500 for two hours of training. He asked about the training model and price going forward.
      - Sasi updated that he will have a base model soon, and he will take into advisement the \$1000/ hour charge for training that is reflected in the SLAs.
      - Greg did note that quality of service has been phenomenal.
      - Wade asked for a demo at the next ATO Meeting
        - **(ACTION)**—Sasi and Gary Saunders to attend the next ATO meeting. Lauren will ask Greg to forward the invite to Sasi and Gary.) Completed -LW

**Survey**

### *Jacqueline Southwick*

- The Excel version of the survey is ready to roll out and will be distributed to the ITSAC group.
  - Feedback should be submitted to Jacqueline Southwick, ITS Communication Coordinator (jsouthwick@wsu.edu)

### **File Services**

#### *Sasi Pillay*

- This is a follow up item from the last ITSAC meeting. Sasi would like Bill B. to come back to the next ITSAC meeting with a one-page write up and the next steps/action items.
  - Sasi noted that this issue will also be discussed at the next research council meeting.
    - Sasi reminded the group to provide Fran Hermanson feedback on data governance.
- Box versus OneDrive discussed.
  - Unlimited storage provided with Box, and it works with all mobile devices. OneDrive is great as an extension of your C drive, but for department use, it does not provide as much secure storage as Box.
    - Sasi noted that a demo would be provided before final decisions are made. Tentative date of sometime in June for this demo.
    - Box is offering a 45-day free trial period, and several members/attendees expressed interest in being a part of the testing group: Bill B., Alistair, and Alex Merrill. Wade noted that CIRC should be involved in testing.
    - SharePoint versus Box was also discussed.
    - Matthew noted that the College of Education is running a Box account, and the cost was ~\$1200 for five licenses.
      - Box is HIPPA certified. Geeta discussed better security with Box.

### **Fluid Interface for myWSU**

#### *Gary Saunders*

- Gary presented a demonstration of changes that begin June 1<sup>st</sup> for all current and continuing students. These changes will roll out August 1<sup>st</sup> for the next cycle of applicants.
- The new landing page is built for phones and tablets, and will feature tiles that open several pages. This should allow students to access everything from one page. The new feature responds to phone/tablet orientation, and resizes to fit the screen automatically. Search results will offer a navigation pane to further filter search results easily. Tiles will feature dynamic content, with an outstanding task list. Students can move tiles around, take tiles away, and add new tiles. Gary hopes to have more tiles for students to choose from to add to their landing page available within a year from launch.
- As of June 1, faculty, advisors, or third parties, will see a new landing page, but all content beyond the landing remains unchanged (ie, so still not mobile-friendly for these groups). We anticipate rolling out mobile-friendly content for faculty, advisors, and third parties as soon as Oracle delivers new content (or until we develop it). No timeline for this work has been established.
  - OBIEE discussed. This program will be featured as a new tile.
  - Browser cache issue discussed. Gary updated that we are anticipating that when this launches there will be people that will still need to clear their cache, and that this is the current solution.
- Bill R. asked about training for the new interface.
  - Gary reported that students in a focus group were given a list of tasks (such as: log in, view your bill, schedule a course, etc.), and without any training, they were able to complete all tasks, though they did use the search bar frequently.
    - On the ITS website there are a series of videos published about how to customize your landing page.
- The goal is to be able to be more responsive to issues students have with the new landing page. Gary noted that we should have more technology available to be able to address issues.
  - Students may submit a ticket through the main helpdesk.

## Subcommittee Updates/Other Items

Bill R. reported that during the holiday closure in December FacOps will be changing out the six transformers in the IT building. More updates and notices will be sent out over the course of the remainder of the year, and we will have more specifics as the date approaches. Plan on ITS being down on December Wednesday the 26th, Thursday the 27th, and Friday the 28th. Please contact Bill Rivers and the HelpDesk with questions regarding this project.

**ACTION:** Bill R. to send Jacqueline a note so that she can put this notice on the WSU calendar.