

# WSU ITSAC MEETING – MINUTES – APPROVED 10-25-18

## MEETING INFORMATION

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*Date:* September 13, 2018  
*Time:* 2:00 – 3:30 PM  
*Location:* Pullman: Lighty 405; Everett: TBD; Tri-Cities: Floyd 260; Vancouver: VCL 219; Spokane: SAC 401A  
The dial up number for all sites for this event is 775579. If you are attending by phone, please call (509) 358-7935 or 8-7935, then enter the meeting id when prompted of 5579.

## MINUTES

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1. Welcome/Introductions/ 07.12.2018 Minutes were approved  
*Sasi Pillay*
2. WSU wide CRM Plans  
*Michelle Lewis, Gary Saunders*
  - Involvement and expanding student life cycle and other aspects
  - Replace CollegeNet enrollment function with CRM first and add other services in year 2 or later
  - Replace student environment
  - RFP is moving quickly
3. Amazon Web Services (AWS)  
*Tony Opheim, Bill Bonner*
  - Discussions on Amazon's suite of services – secure research enclave, research initiatives
  - CAHNRS has implemented prototype architectures meeting CUDA regulations
  - Working with Amazon, facilitating training
  - Projects:
    - Secure enclave
    - CAHNRS creating bio-device for teleworkers / Amazon workspace
    - 24-hour access to workspaces or lab screens to replace computer labs
    - Only pay for services when being used
    - Container exchange for academic research application
    - Administrator services
  - AWS tool sets are very powerful for researchers / architecture training for faculty and research assistants
  - CAHNRS sees grant writing and research going in this direction
  - We do have support for Azure
  - The road map leads to the VM environment moving into the cloud which is far more secure and manageable
4. G-Suite for Education  
*Bill Rivers, Tim Neumann, Michael Forbes*
  - Collaboratory notebooks – programming for students
  - G-Suite for education is not approved for storing data
  - Google Classroom is another option
    - Tony Opheim asked about the rules of engagement surrounding this request
    - Sasi Pillay asked what examinations need to be made before a pilot production service and ultimately enterprise-wide / WSU-wide service could be implemented
    - Tony Opheim suggested a working group be formed to work on this Committee/Instructional sub group – Tom Ambrosi will designate two team members from his group, Christopher Coons, Bill Bonners, Bill Rivers, Michael Forbes
5. Workflow Electronic Signature and Automated Routing Manager Needed for Office 365  
*Greg Crouch - ATTACHMENT*
  - Organize around this attachment

- Adobe Sign, Box Relay, Digital Measures
- Juan Zavala – Foundation has an interest in digital signing and would like to be a part of this process
- Greg Neunherz – Adobe is challenging from a licensing perspective / purchasing says that as we move forward we can add Adobe Sign at any time. Greg will work with Tony's group and the Procurement Committee to get qualified information
- **Craig Parks will carry this forward to the Provosts Office and Faculty Senate**
  - **Working group/task force will be assembled including Matt Zimmerman, Craig Parks and Greg Crouch**

## 6. Constituent Concerns – ITS Ticket Follow Up

*Bill Bonner*

- A lot of time spent tracking down and dealing with managing, escalating and follow up of lapsed ITS tickets including a long list of issues
  - Recommending - JIRA
  - Create visibility – taken into advisement to see and share tickets, which is fundamental
  - ESG monthly JIRA user group also brought up
  - Feasibility will be noted

## 7. Video Conferencing Strategy and Standards

*Bryan Valley, Dave Cillay, Sasi Pillay*

- Spring 2018 - President Schulz asked us to look at VC
- Bill Valley and Tom Tripp co-chaired committee to look at VC
- ITSAC formalized this working group with focus on instruction as well as student and faculty support
- Group evaluated current state of academic VC
- Data was gathered via survey (faculty response was minimal)
- 4 levels of analysis / conclusion after evaluation – behavioral adjustments can be used to overcome many issues
- Increase instructor training, implement classroom infrastructure standards (7-10-year infrastructure life span)
- Recommendations for long-term: Classroom standards, network infrastructure certification and review of rooms at all sites. Set minimum benchmarks
- Zoom is one of the topics on the table
- Teaching schedule may be affected by multi-year plan of room infrastructure upgrades
- Connectivity / utilization data – Tuesday, Thursday and midday experience very dense utilization. Not a capacity issue but more of a support issue (personnel and service). Study is focused on improving endpoint and increasing bridging capacity
- Instructional design model and training component for faculty | best practices
- **Committee is in presentation phase with Faculty Senate and then Provost Council to advocate this process**
  - **Provide names of who might serve (including faculty members) on Developing Standards Committee to Sasi Pillay, Bryan Valley, Dave Cillay, Tom Tripp**

## 8. File Services and Box Trials

*Bill Bonner*

- **Small working group put together with rough set of requirements**
  - Organize and move forward**
  - Send Sasi 1 – 2-page test plan**
- SMA Network attached storage / single service and set of standards
- Goal building proposals from ATOs - what solutions are satisfying needs / get proposals from the community using multi-faceted conversation
- Not heavy interest in BOX voiced at this time
- CAHNRS would like to move file services to the cloud, but #1 priority is SharePoint
- Sasi – University Marketing and Communications (Mar Comm), Athletics, AOI and College of Education are interested in pursuing BOX
- Mar Comm to send a background of the approach with outcomes to Sasi
- Develop a short test plan – between BOX and SharePoint
- Evaluation time - Sasi will pull the team together to analyze services before decisions are made
- Every cloud vendor has a niche – let's do evaluation before decisions are made

9. Critical Services Shut Down

*Bill Rivers*

- Transformers may be placed outside rather than inside the building. Instead of down for three days, down for three 6-hour periods, causing more shutdowns of the system
- Fans are used for cooling
- If you have critical services that need to remain operational during winter closure December 26,27,28, email Bill Rivers [bill.rivers@wsu.edu](mailto:bill.rivers@wsu.edu) so he can build a plan to keep them up
- Greg Neunherz - team effort – everyone who has equipment in room 1010 should be present
- Plan is still being formed

10. Scantron

*Christopher Coons*

- Recommendation is ready
- Group met through the summer to explore alternatives
- Already in place in various areas
- Decision point based on staff with experience with both systems
- Working group is recommending Croudmark and will pass along the recommendation memo

11. Review Faculty Manual Section 3.G.III Emeritus Faculty Appointment Bullet 4

*Tony Opheim*

- Recommend changes, in the context of modern cloud services (specifically Office365 applications):
  - 4) “Negotiate with academic chairs or directors for office space, laboratory space, and computer (retain internet and e-mail @wsu.edu privileges) and facility access as available.”
    - Review the language and update to reflect modern cloud nature
    - Language should also reflect vendor language, contract offered
    - Contact Craig Parks for next step who will work with Faculty Senate

Other –

Chatbot

*Michael Corwin and Brian Dixon* have been looking at various vendors

- Put it out for bid
- Interest is wide, including CAHNRS
- Starting with central admin areas, which entities need to be initial partners in this and who are those willing to contribute financially
- Appoint Michael Corwin and Erika Austin as co-chairs. Email both with interest and/or question and findings

Subcommittee Updates:

Other items:

- Sasi will work with Mike to send out a survey on identifying current mainframe applications