MEETING INFORMATION

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

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 – programing 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
o Adobe Sign, Box Relay, Digital Measures
o Juan Zavala – Foundation has an interest in digital signing and would like to be a part of this process
o 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
o 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
   o 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
   o Spring 2018 - President Schulz asked us to look at VC
   o Bill Valley and Tom Tripp co-chaired committee to look at VC
   o ITSAC formalized this working group with focus on instruction as well as student and faculty support
   o Group evaluated current state of academic VC
   o Data was gathered via survey (faculty response was minimal)
   o 4 levels of analysis / conclusion after evaluation – behavioral adjustments can be used to overcome many issues
   o Increase instructor training, implement classroom infrastructure standards (7-10-year infrastructure life span)
   o Recommendations for long-term: Classroom standards, network infrastructure certification and review of rooms at all sites. Set minimum benchmarks
   o Zoom is one of the topics on the table
   o Teaching schedule may be affected by multi-year plan of room infrastructure upgrades
   o 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
   o Instructional design model and training component for faculty | best practices
   o 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
   o Small working group put together with rough set of requirements
     - Organize and move forward
     - Send Sasi 1 – 2-page test plan
   o SMA Network attached storage / single service and set of standards
   o Goal building proposals from ATOs - what solutions are satisfying needs / get proposals from the community using multi-faceted conversation
   o Not heavy interest in BOX voiced at this time
   o CAHNRS would like to move file services to the cloud, but #1 priority is SharePoint
   o Sasi – University Marketing and Communications (Mar Comm), Athletics, AOI and College of Education are interested in pursuing BOX
   o Mar Comm to send a background of the approach with outcomes to Sasi
   o Develop a short test plan – between BOX and SharePoint
   o Evaluation time - Sasi will pull the team together to analyze services before decisions are made
   o Every cloud vendor has a niche – let’s do evaluation before decisions are made
9. Critical Services Shut Down
   
   **Bill Rivers**
   
   o 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
   o Fans are used for cooling
   o If you have critical services that need to remain operational during winter closure December 26, 27, 28, email Bill Rivers bill.rivers@wsu.edu so he can build a plan to keep them up
   o Greg Neunherz - team effort – everyone who has equipment in room 1010 should be present
   o Plan is still being formed

10. Scantron
    
    **Christopher Coons**
    
    o Recommendation is ready
    o Group met through the summer to explore alternatives
    o Already in place in various areas
    o Decision point based on staff with experience with both systems
    o Working group is recommending Crowdmark and will pass along the recommendation memo

11. Review Faculty Manual Section 3.G.III Emeritus Faculty Appointment Bullet 4
    
    **Tony Opheim**
    
    o 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

o Put it out for bid
o Interest is wide, including CAHNRS
o Starting with central admin areas, which entities need to be initial partners in this and who are those willing to contribute financially
o 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