



IT USERS ADVISORY COMMITTEE

MINUTES

September 23, 2008

3:00-4:00 p.m.

Engineering 401

PRESENT

Peter Adler, Franklin Bacheller, Charles Delaney, Stacie Gomm, Dennis Hinkamp, Wes James, Jeremy Jennings, Kay Jeppesen, Michael Jeppson, Conna Meeker, Doug Nakken, Brian Nummer, Benjamin Renard-Wiart, Joan Scheffke, Nathan Smith, Elisa Taylor, John Weeks, Eric Worthen

EXCUSED / ABSENT

Aaron Andersen, Lola Jean Bolton, Kirk Bostick, Sharyn Bradfield, Clint Bryant, Evertt Byington, Mark Damen, Michael Dietz, Jim Dorward, Scott Ensign, Nicholas Flann, Keith Gibson, Rob Gillies, Alan Hashimoto, Eric Hawley, George Hruby, John Johnson, Justin Julander, Michelle Larson, Gordon May, Mac McKee, Craig Miller, Jodi Morgan, Thorana Nelson, John Nicholson, Wallace Odd, Sydney Peterson, Scott Randall, Adrie Roberts, Cyndi Rowland, Paul Schreuders, Josh Schultz

GUESTS

Bob Bayn, Mike Fotes, Steve Funk, Doug Garrett, Jon Huppi, Amy Kitchen, Kim Marshall, Jay McEntire, Kevin Reeve, Stephanie Roos, Monica Trippler

WELCOME

Eric Worthen thanked those in attendance and apologized for the inconvenience of date/time switches for the meeting. He inquired if there would be a better time to hold the meeting for those who are instructing. The following suggestions will be considered.

- Check to see if Monday or Wednesday would be more accommodating.
- Alternate by holding the meeting on Tuesday one month and on Wednesday the next month.
- All were amenable to holding the meeting every other month as suggested.

CARD SYSTEM

Stacie Gomm introduced Monica Trippler who has been hired as the Card Project Administrator. Stacie congratulated Monica for the awesome job she has done with this project. They have had a hiccup or two but for the most part all is running very smoothly. Monica noted the following:

- August 7 was the go live date.
- E-marketplace was not used as it did not meet the needs.
- What was Rod Gittins' old card system has been replaced with the Blackboard transaction system.
- Everything has been improved and a dining system was included.

- Event access and computer access are included.
- There are currently 165 web clients.
- There are a few web clients still on the old system and they are trying to bring them off 5-10 per week.
- Reports should be available the first of October.
- Pcards are handled via the OCC numbers.

Monica gave credit to the IT support group for completing a lot of the preparation prior to her being hired.

Question –

Are there training opportunities coming?

Currently training is being offered one/one with profit centers. There are 104 profit centers on campus.

COMPUTER REGISTRATIONS (IPAM)

Eric Worthen noted that change in procedure has gone rather smoothly and gave thanks to all. Special thanks was given to IT for their marketing efforts to keep all informed. It was noted that most of the faculty and staff are registering on their own rather than having a systems administrator complete the task.

Question

Nathan Smith inquired if anyone had experienced mobile devices taking a little longer to register. Mike Fotes stated that they had not had reports of a delay but would check with the Service Desk to see if they had noticed a difference or received complaints.

CC.USU.EDU – TO BE DISCONTINUED

(handout was distributed)

Target date is November 1, 2008. Kevin Reeve reported that IT will send out a post card October 1 announcing it will be discontinued and giving instructions on procedures for making the change.

Question –

How many individuals are on cc?

Kim Marshall reported there are 5,000 who are connected and another 7,000 who have their email forwarded from their cc account. He noted that it is mostly older faculty and students who are still on cc.

E-COMMERCE

Stacie Gomm explained that Blackboard's Emarketplace will not work for e-commerce. She noted that campus needs a payment gateway and a taskforce has been working to determine the best solution for the amount of resources required. Web programmers and Banner workers serve on the taskforce and are trying to make this tough decision. The targeted time frame to turn off Rod's system is December 2008; but, in order to do so a system needs to be up and running. A current problem with Rod's system is that if someone new wants to join the system there is not a way to get them on. Blackboard is offering their gateway as a pilot test. It is something they have not offered in the past.

Questions -

Could one of the gateways be used temporarily as a transition? A system is not being developed. A system is being purchased. There may be an opportunity to use as a transition but it would be a bit more cumbersome because we would have to do double programming.

Open source possibilities?

We would like to use some open source for the shopping cart. We need an enterprise shopping system and an enterprise registration system and the models are not the same. The shopping cart we are looking at is an open source solution.

IDENTITY MANAGEMENT PROJECT

(handout was distributed)

Doug Garrett explained that the goal is to make identity management more user-friendly. He noted that many have more than one email account and there is a need to have all messages go to one account. The identity management solution would provide password management, computer management, personal management and email management. It would display some personal information and associated groups where department information could be added. The timeframe is by November 1st to select a targeted audience to try the new system and then open it to campus for a Beta test.

Questions –

What information is going to be shared and what if individuals don't want their information shared? Personal information will only be available to those with administrative rights.

Club accounts.....they come across as spam. Can they be revisited?

These will need to be addressed on a one/one basis. If you are having problems at the present time please send a list of those you are having trouble with to Doug.

Will there be an organizational chart for the university?

Difficult to do and it is not being considered as part of this project.

A ballot was passed out asking each to vote for the URL name they most prefer. Space was provided to indicate additional ideas.

STRONG PASSWORD UPDATE

Eric Worthen noted that six months ago the passwords were changed and each should be receiving a message that the password will be expiring. Passwords expire every six months.

UPDATING PERSONAL INFORMATION IN BANNER

Eric Worthen asked that all remind their colleagues to change their preferred email address in Banner. If you make a change in Banner, say create a new mailing address, it doesn't automatically deactivate the previous address recorded it actually inserts it as a new record. You will need to change and make certain you have designated the accurate email as preferred.

BANNER 8 – UPGRADE

Doug Garrett emphasized that this will be a major enhancement. Forms won't change very much but the changes on the backend will make it more useable and smooth. The major part of the enhancement will happen in the background. There is still a need to purchase a Travel and Expense and

Emangement package. The Banner 8 upgrade is scheduled to be implemented over the Thanksgiving break. The Thanksgiving recess was chosen because a few days are needed when campus is quiet. Time and space is needed in order to make the change and get the bugs taken care of. Doug noted that this is the price we pay when we try to stay on the cutting edge even though it may inconvenience some. IT is trying very hard to do their best and accommodate all.

Questions/Comments

Will this be web interface and will you forget JAVA?

We are looking at web interface but it will be mostly JAVA based.

IT needs to know that there is grumbling in the background with so many changes being made and things are not working as was hoped. Some of the comments are if it is not broken.....don't fix it. They want an explanation of what is broken. IT needs to explain the changes and especially the reasoning for making the changes.

Doug pointed out that Kevin Reeve has been doing an excellent job of keeping the university community informed on these changes and all of IT will make an extra effort to communicate better.

Would Christmas recess be a better time to implement the upgrade? Doug stated that is a difficult time with fee payments, registration, etc., going on during the Christmas recess.

BLACKBOARD RENEWAL

(handout provided)

Stacie Gomm reviewed the Executive Summary for considerations for Blackboard License Renewal. She highlighted the following:

- This is a Blackboard learning management system which assists faculty in management of their courses.
- If we continue the license through UEN for a three year period, we get a much better deal. UEN has done some incredible things to make certain that we receive quality at a reasonable cost. If USU were to do the same thing on campus it would be much more expensive. Having UEN hosting for the entire state is a good solution.

Questions/Comments

I agree that people have been happy, training has been great, and I don't think it would be a good idea to jump ship.

Does the faculty know what is happening?

Stacie noted that IT is trying very hard to open up all avenues of communication. Kevin Reeve is working hard to make certain all are apprised.

MOTION –

I motion that we accept renewal of the Blackboard License Agreement with the Utah Education Network's statewide Blackboard license.

Nathan Smith

Second – Jeremy Jennings

Motion passed

PODCASTING

Kevin Reeve stated that IT is experimenting with products from various vendors for podcasting possibilities. They are also exploring additional functions that could be added to those offered. There will be several options available. FACT is the point of contact. Faculty can visit with the individual in FACT who is assigned to their department.

IT POLICIES

Bob Bayn announced that three new policies will be presented to the USU Executive Committee tomorrow (September 24). They are:

- Network Monitoring & Vulnerability Scanning
- Information Privacy
- Institutional Email Service

To review these policies go to <http://it.usu.edu/policies>. Please email any comments or concerns to Bob as soon as possible.

NEXT MEETING/S

More accommodating dates/times will try to be scheduled for future meetings