



Faculty Senate

Information Technology Committee

Agenda for meeting of Tuesday, January 11, 2022, 2:00 p.m.

Zoom Meeting:

<https://ucf.zoom.us/j/95688786351?pwd=K0IIOWM0ZWdsRmhUTkNWcmFvbkm5Zz09>

- Call to Order
- Approval of the Minutes
- Review of MFA for Office 365
- Process/policy for evaluating software in the common-good and charging
 - Directory
 - What's available
 - Interest from faculty
 - How do we decide what software is in the common-good and what is not?
 - University level (UCF IT)
 - College level
 - Department level
 - How is it charged?
 - UCF covers cost?
 - Charge backs to faculty?
- Other/New Business
- Adjournment



Faculty Senate

Information Technology Committee

DRAFT Minutes of meeting of Tuesday, November 30, 2021, 2:00 p.m.

Location: Zoom

Call to Order 2:12 pm

Roll Call (Screen Verification via Zoom)

Present: Glenn Martin, Lee Dotson, Joseph Harrington, Athena Hoepfner, Adam Wells, Anya Andrews, Chad Macuszonok, Christine Meholic, Henry Glaspie, Matt Nobles, Matthew Hall, Mehmet Altin, Pieter Kik, Shengli Zou, Sumant Pattanaik, Thad Anderson

- Approval of the Minutes for November 9, 2021
 - No amendments to minutes

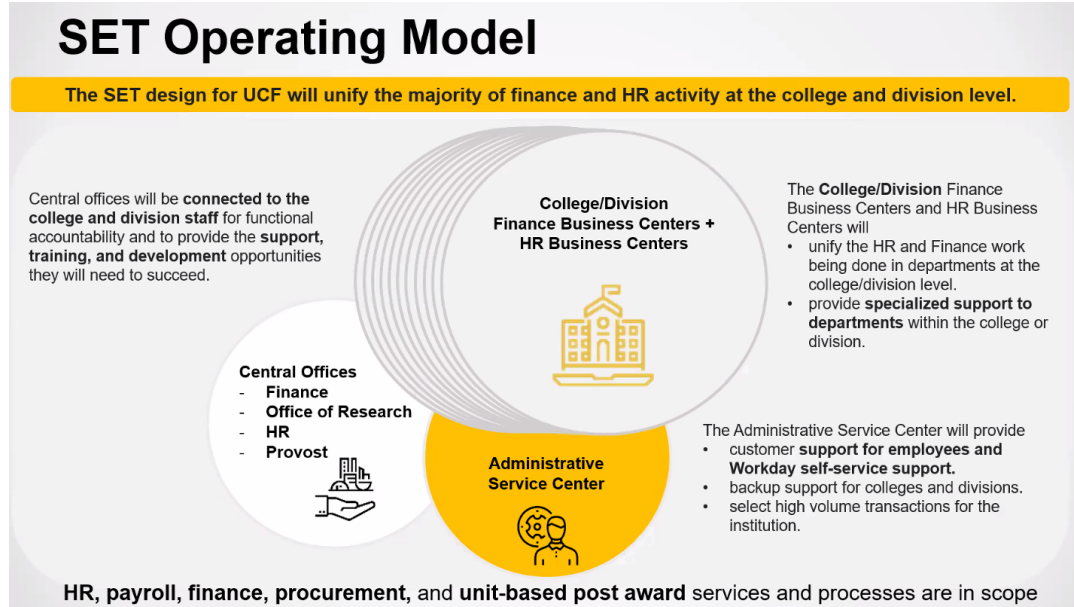
- Recognition of Guests
 - Maureen Binder, Associate Vice President for Human Resources and Chief HR Officer
 - Cat Puckett, Assistant Vice President, Human Resources
 - Joel Levenson, Assistant Vice President: Tax, Payables, Procurement

- Associate Vice President and Chief HR Officer, Ms. Maureen Binder
 - Why SET, Why Now
 - Professional growth
 - Service coverage
 - Budget redesign
 - Alignment with Workday
 - SET Objectives
 - Realigning resources for new processes in Workday. Very different than what is in PeopleSoft so roles will be changing for HR and finance/budget work. Training will be provided for those who will be doing the work full-time. Reorganizing in colleges/departments for dedicated staff. Moving HR and finance staff to dean's office for academic units. University will have a Service Center to support the Business Centers.
 - Processes will happen uniformly across campus so that it will be easier for other staff to back up one another
 - Question: How to handle different sizes of colleges? Basing personnel decisions on transaction load pre-COVID and categorized by tasks. Determining staffing based on best practices, self-reported survey of the

amount of time spent on functions, and data from PeopleSoft.

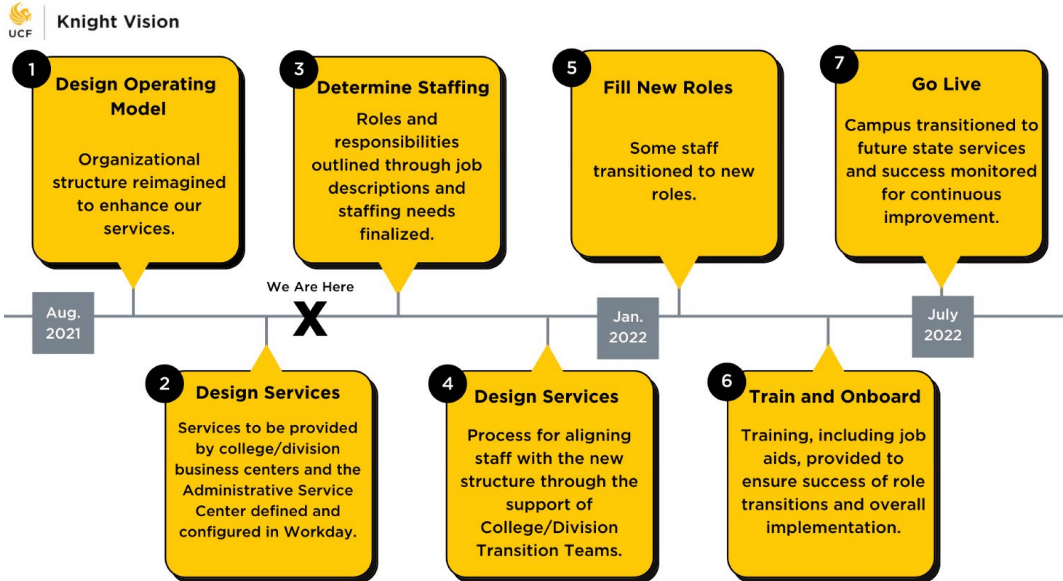
- Currently everyone is doing everything a little differently – this will simplify and standardize processes.

- SET Operating Model







- Technology will support the business processes. Processes will be standardized based on best practices and what Workday provides. Reduction of paper.
- Customer Care Unit to be able to answer questions – available for all employees who have self-service function questions. Will escalate any problems for resolution.
- Understand that refinements will be needed after go-live and continue to incrementally get better based on feedback and support.
- Accelerate hiring process to reduce current delays.
- Staff currently lacking specialization – this will allow focus on a given activity. Define and focus on activities within a functional area to balance headcount so they can become more expert in a particular area. Provide training and expertise within a set of functions for best use and support.


- Reorganizing work
- Finance Business Center
- HR Business Center
- Administrative Business Center
- Timeline



- SET Communications
- Stay Informed and Get Involved

Stay Informed and Get Involved

-  Keep up to date by visiting the **SET page** on the Knight Vision website at knightvision.it.ucf.edu/service-enhancement-transformation/
-  Email: knightvision@ucf.edu
-  Subscribe to our monthly newsletter: knightvision.it.ucf.edu/get-involved
-  Provide feedback: <https://tinyurl.com/KnightVisionFeedback>



- Questions:
 - Have the physical space or IT needs been identified?

It will be up to college transition teams to identify space in their college. These items are on the to do list. Will work with dean and HR and Finance director in college. What about computers?

 - Are there concerns about changes to the work environment?

Some may be working remotely; some may be located physically together.

- Suggestion to record these presentations to put on website.
- Also creating an FAQ from presentations and will make those available.
- Still working through how it will work for institutes and research centers.
- Would like to see what the app/system looks like. Demos based on functions – sign timesheets, approve items, request time off, hiring, etc.

See recorded KnightVision sessions at

<https://knightvision.it.ucf.edu/recorded-virtual-events/>

- User acceptance testing is coming where users will walk through a process and give feedback on it. Right now, behind the scenes all data is being transferred from PeopleSoft to Workday. Migrating the data is a big process. After the first of the year, they will be able to start working with the data and testing.
 - Request for best practices documents that are being referred to during the discussion.
- Process/policy for evaluating software in the common-good and charging
 - Tabled until next meeting

Meeting adjourned at 3:10 pm



Faculty Senate

Information Technology Committee

DRAFT Minutes of meeting of Tuesday, December 14, 2021, 2:00 p.m.

Location: Zoom

Roll Call (Screen Verification via Zoom)

Present: Lee Dotson, Joseph Harrington, Adam Wells, Anya Andrews, Matt Nobles, Mehmet Altin, Shengli Zou, Thad Anderson, Francisca Yonekura, Athena Hoepfner, Chad Macuszonok, Matthew Hall

- Quorum not met
- Approval of the Minutes – tabled until next meeting
- In lieu of the agenda, open discussion included:
 - Planning for deployment of MFA for Office 365 applications (calendar, email, OneDrive). Looking to target April-May 2022. Matt Hall is requesting input from this committee regarding the communication, cadence, and timeline. Suggestions:
 - Opt-in period prior to pushing to all
 - Early test groups of faculty
 - Clear communication, education, contacts for help, need for strong help desk support
 - Create a clear path – scalable, strategy with educational articles and videos
 - Reach out to FS IT committee as an early group to opt-in for testing purposes
 - Stay away from end of semester through finals (April 25-May 6). April 1-15 may be good window.
 - Live chat would be helpful
 - Staffed office hours
 - Clear expectations for receiving help
 - Common Good
 - When does something go from individual pays for it to the college/department pays for it?
 - Increase in usability/functionality for similar cost
 - Has anyone reviewed best practices from other universities?
 - Yes, that is being addressed
 - How do we know what's being used and what's available on campus?

- Alternatives such as open source
- Reduced cost for license

Meeting adjourned 3:02 pm