



# Faculty Senate

## Information Technology Committee

Agenda for meeting of Tuesday, October 26, 2021, 2:00 p.m.

Zoom Meeting:

<https://ucf.zoom.us/j/93290132713?pwd=RENPa213aDJaNjVZVlJnWnEwaE9kZz09>

- Call to Order
- Approval of the Minutes
- New Chief Information Security Officer, David Zambri – *Matt Hall*
- KnightVision: Impact on Faculty, Opportunity, and Changes faculty will see with Workday – *Matt Hall*
- IT Strategic Plan – *Matt Hall*
  - How to fund IT? How to organize IT? What is in the common good?
  - 52 Services under consideration (see page 2-7)
  - Committee Product? (a process/policy for evaluating what software is common-good and how to determine charging)
- Other/New Business
- Adjournment

## List of UCF IT services under consideration (with a basic description):

<https://www.educause.edu/working-groups/papers/2019/the-higher-education-it-service-catalog-second-edition/the-higher-education-it-service-catalog-model>

<b>Academic Technology and Support</b>
Ensuring that physical classrooms, specialized learning environments, and virtual learning environments (e.g., immersive learning, augmented reality) are suitably equipped and functional to meet the needs of the education experience.
<b>Alumni and Advancement</b>
Alumni portals and offerings that support university and college advancement and development.
<b>Assessment Systems and Learning Analytics</b>
Support for assessing learning outcomes and learning analytics.
<b>Athletics</b>
Athletics administration, recruiting, procurement, and ticketing systems.
<b>Auxiliary Systems</b>
Support for auxiliary or ancillary campus systems, activities, and operation. Might include legal management, childcare, mail services, recreation services, art collections, etc.
<b>Business Capability and Process Automation</b>
Practices, frameworks, and technologies that automate, improve efficiencies, and measure the effectiveness of business processes. Includes IT service management; ticket management; operations, business, sales, and marketing management platforms; document and signature management services; customer relationship management; job scheduling; and workflow management.
<b>Business Continuity and Disaster Recovery</b>
Business continuity consulting and planning, as well as disaster recovery planning, including disaster recovery exercises and execution.
<b>Conferencing and Telephones</b>
Telephony, including voice/VoIP, teleconferencing, and web conferencing hosted either in cloud or on-premises.
<b>Continuous Improvement and Innovation</b>
Consulting unrelated to a specific technology service, such as business process streamlining, business relationship management, and business analysis.
<b>Data Center Services</b>

Strategy, planning, architecture, and operation of physical and virtual data centers, including on-premises, remote, and cloud-based data centers.

#### **Data, Reporting, and Analytics**

Business intelligence platforms, data warehouses, dashboards, analytics tools, transactional reporting, operational data stores, and data governance when offered as a service.

#### **Database Management**

H| Sting and administration of databases, physical and virtual.

#### **Desktop and Mobile Device Support**

Support for all types of end-point devices, including laptops, desktops, mobile devices, and related peripherals that are not in the printing service. These devices might be personally or institutionally owned (including loaner equipment) and might be part of a shared pool or a computer lab. Includes support for the associated operating system, hardware, and systems that provide enterprise management of computing devices.

#### **Digital Accessibility**

Assessing or enabling accessibility of academic software, enterprise applications, or electronic/digital resources. Might include accessibility reviews, defining standards, analysis, or end-user training/awareness.

#### **Email and Collaboration Services**

Electronic message, information sharing, productivity, and integrated collaboration suites used to facilitate interactions between individuals and workgroups as they create, share, and exchange information. Includes services such as email, calendaring, productivity suites, file sharing, instant messaging tools, and web-based collaborative platforms used strictly for collaboration.

#### **E-Portfolio Management**

Creating and managing e-portfolio| S, including the consumption or use of e-textbooks and other online self-curation.

#### **Facilities Management**

Support of room and facility systems, including event management (room management, hotel, concierge, seating, conference registration, etc.), mapping, building security, safety and risk management, dining systems, point of sale, transportation, laundry, and parking systems.

#### **Faculty Information Systems**

Administration and maintenance of faculty administration, review, and promotion and tenure systems.

#### **Financial and Procurement Systems**

Administration and management of financial services, procurement, travel, budget, vendor relations, and equipment purchasing systems.
<b>Hardware Lifecycle Services</b>
Purchasing consultation, hardware procurement, device refresh, leasing, and technology recycling.
<b>Human Resource Systems</b>
Administration and management of core human resource systems, including recruiting, position management, performance review, workforce development, and time and attendance. Might also include payroll and benefits administration systems.
<b>Identity and Access Management</b>
Identity and access management, including accounts, authentication, access, and role-based provisioning at the enterprise level.
<b>Instructional Technology and Design</b>
Ensuring that faculty and other course creators have the knowledge and assistance they need to optimize their effectiveness in using teaching and learning technologies, including e-text development and online course development.
<b>Integration Services</b>
Consultation and integration services, when offered as a consolidated service.
<b>IT Communications and Documentation</b>
Development and delivery of IT communications related to the delivery of IT services. Might include communications related to system changes, service offerings, or service outages (planned or unplanned). Functionally, might include maintenance of support documentation and/or the service catalog.
<b>IT Service Delivery and Support</b>
Includes design and maintenance of the capabilities, tools, and service points needed to deliver IT services or provide end-user support. Includes service desks, call centers, and online support delivery. Might include concierge support or special event service delivery.
<b>IT Strategy, Governance, and Enterprise Architecture</b>
Enterprise-level strategy and planning.
<b>Lab Management Systems</b>
Recording and tracking lab experiments, equipment, and specimens.
<b>Learning Management</b>

Offerings that relate to the management of academic course materials (e.g., video, documents, spreadsheets) and that facilitate teaching and learning using online portals. Includes learning management systems and other learning platforms, as well as services that provide on-demand, usually modular skills-based learning to employees and/or students.

#### **Lecture Capture**

Recording, storing, editing, and publishing lectures.

#### **Library Systems**

Administration and management of systems that provide access to local and remote information in support of teaching, learning, and research. Includes acquisitions, catalog, circulation, serials, a public user interface, interlibrary loan, discovery tools, and infrastructure services specific to library systems.

#### **Mass Communications and Emergency Notifications**

One-way communications and emergency communications to the entire campus or other defined groups. Includes campus alert systems, broadcast email and text messaging, electronic newsletter distribution, enterprise mailing list management, and digital signage.

#### **Media and A/V**

Broadcasting, live streaming, video recording and media production. This area includes audiovisual-related event support.

#### **Medical and Health Systems**

Systems and technologies in support of clinical processes, including health record management, pharmaceutical data, medical appointment scheduling, and residency placements.

#### **Monitoring and Alert Management**

Monitoring of IT services, including the underpinning technologies.

#### **Network and Connectivity Management**

The architecture, installation, and operation of infrastructure items required to offer network connectivity, such as network cabling, routers, and firewalls. Includes connecting devices (including Internet of Things devices) to the network, network access management, securing access to networks, and appropriate authentication (e.g., network registration systems, VPN, and NAC).

#### **Polling and Surveys**

Polling and survey offerings used to solicit feedback from a group of individuals for academic or business purposes. Includes application-based, online, and device-specific polling or survey systems.

#### **Portfolio and Project Management**

Project portfolio management and related project management services.
<b>Printing and Related Services</b>
Technology associated with printers and copiers, such as copy, scan, fax, and print. Includes supporting technologies such as copy centers, print quota systems, 3D printing, and other replicating technologies.
<b>Research Administration Systems</b>
Systems used to secure and facilitate research funding and compliance.
<b>Research Data Services</b>
Support of the data life cycle, including data creation; discovery and collection; analysis and visualization; storage, backup, and transfer; and research data policy compliance.
<b>Research Software</b>
Software package management, research software development, research software optimization or troubleshooting, workflow engineering, containers and cloud computing, securing access to software, and software associated with physical specimens.
<b>Research-Specific Computing and Applications</b>
Computing and storage resources that support research that uses specialized or highly intensive computation, storage, bandwidth, or graphics. Includes advanced or specialized applications, such as plotting, visualization, modeling, rendering, animation, graphics programming, and image manipulation.
<b>Secure Computing</b>
Offerings that provide a secure computing environment for end users. Includes network security, system security, application security, and threat monitoring and management.
<b>Security Consulting and Education</b>
Security assessment, education, and awareness of campus security requirements, policies, and guidelines. Includes contract reviews and risk assessments.
<b>Security Incident Response and Investigation</b>
Offerings that respond to, remediate, and seek to prevent security incidents and vulnerabilities.
<b>Security Policy and Compliance</b>
Offerings relating to institutional policy or compliance guidelines and requirements. Includes support for audit processes.
<b>Server and Storage Management</b>
Provisioning, h  Sting, and administration of physical and virtual servers and related storage. Includes the maintenance and

provisioning of core storage capabilities such as server storage and database backups.

#### **Software and Applications Distribution**

Distribution, installation, and troubleshooting of software and licenses via media, online methods, and license servers. Includes both cloud-based and desktop software.

#### **Student Information Systems**

Admissions, enrollment, registration, orientation, financial aid, student accounts and collections, advising, and career services systems.

#### **Training and Outreach**

Developing, delivering, or coordinating end-user technology training for applications and systems. Functionally, might include organizational change management and/or development and delivery of digital literacy campaigns.

#### **Web Services**

Content management systems, portals, web hosting, web analytics, user experience design, and URL management. Also includes website and mobile application development.



# Faculty Senate

## Information Technology Committee

DRAFT Minutes for meeting of Tuesday, October 12, 2021, 2:00 p.m.

Call to Order 2:02 pm

Roll Call (Screen Verification via Zoom)

Present: Glenn Martin, Taj Azarian, Mehmet Altin, Thad Anderson, Matt Hall, Lee Dotson, Athena Hoepfner, Pieter Kik, Matthew Nobles, Francisca Yonekura, Chad Macuszonok, Joseph Harrington, Shengli Zou

- Approval of the Minutes
  - No amendments to minutes
  
- Linux Support – *Matt Hall*
  - Office of Research (Chad Macuszonok) will work with Linux for PIs and continue to refine the process with UCFIT.
  - Discussion about email support for Linux users. Importance of retaining all content, features, and filters when migrating to a solution.
  
- IT Strategic Plan – *Matt Hall*
  - Review of recent outage – 40 applications were impacted. Shibboleth was not allowing users to authenticate. Workload is in a single site with no redundancy. Moved to Cisco with two nearby warehouses (Tampa and Orlando) for better access to equipment and support. Next step is to move workload to the cloud for redundancy and diversity in geographic locations. Taking a close look at risk management and identity management moving forward.
  - Hall is speaking to the VPs and Deans about the 3 questions discussed at the last meeting
  - Question for the committee to address – what's in the common good? Example is wireless access. Currently insufficient in terms of coverage and capability. Looking to make the service even across campus. Discussion of coverage goals and needs for administrative, teaching, research, and labs.
  - "Common good" model discussion on inclusion criteria for new building-wide and/or campus-wide software licensing. Adobe Creative Suite is a great example of the challenges in determining how to afford and make it available for the common good. Currently no process in place for deciding what makes software common good eligible beyond anticipated use. Also need to



- consider facilitation of the software such as training, support, and marketing outreach. Starting with an inventory of what's being used on campus.
- Aspect to consider – how to append, remove, maintain “common good” software over time so that products continue to be properly assessed and distributed.
  - Proposed committee product for the year is a process/policy for evaluating what software is common-good and how to determine charging. Hall will have UCFIT investigate how this is done at other universities such as peer/aspirational institutions and tech oriented private universities.
- Other Business
    - CISO update – Chris V resigned after 20 years of service at UCF to pursue other opportunities. David Zambri has been appointed as the new CISO. Zambri's experience will be helpful in creating strong ties with local, state, and federal law enforcement agencies and building relationships for national security interests. Zambri's appointment begins on 10/15/2021. Suggestion to invite Zambri to the next Faculty Senate IT Committee meeting.
    - Follow up on questions about electronic timesheets and DocuSign from previous meeting. Some will be resolved with the roll out of Workday next summer. There is a Digital Transformation Initiative (Mike Sink) with the goal being the elimination of paper based forms. Distinctions will be made between where e-signatures are necessary for legally binding purposes and alternative methods for signing for approvals.

Meeting adjourned at 3:02 pm