

# September 10, 2018

Monday, September 10, 2018 2:01 PM

## Meeting Minutes

- Meeting Date: Monday, September 10, 2018
- Meeting Time: 2:00 – 3:00 p.m.
- Meeting Location: Student Union Pensacola Boardroom 222
- Call to Order
  - 2:00 p.m.
- Roll Call
  - Committee members in attendance:
    - Anderson, Thad
    - Dotson, Lee (Skype)
    - Fathpour, Sasan
    - Hahm, Jeannie
    - Hoepfner, Athena
    - Oetjen, Reid
    - Pattanaik, Sumanta (chair)
    - Rex, Matthew
    - Sharnowski, Barbara
    - Schultz, John
    - Walton, Deedra (Skype)
    - Sink, Michael (ex officio)
- Approval of Minutes of February 13, 2018:
  - Approved unanimously
- Announcements and Recognition of Guests:
- Old Business:

UCF Business

- Election of committee vice chair
  - Sharanowski, Barbara
  - Approved unanimously
  
- Long delays from IT support in resolving tickets – Joel Hartman
  - UCF IT and Service Now tickets were discussed by Michael Sink
    - Three day Service Level Agreement to resolve tickets for normal priority items
    - Meet with Department Chairs in College of Business over the summer
      - All UCF IT employees are supporting the same colleges; no one has shifted around
    - If service level is declining, it will be addressed
    - Process issues were addressed
    - OIR is assigned to take care of classroom issues/tickets
    - Colleges currently on UCF IT:
      - Sciences
      - Business
      - COPA
      - CAH
      - Education
      - SDES
    - Requesting feedback for response times with support
    - Are resources being allocated/scaled?
      - With more participation, this would be easier and more efficient
    - Support is not centralized but rather zoned to help with economy of scale
  
- New Business:
  - Volunteer for taking minutes or rotate
    - Anderson, Thad
  
  - Navigation/directions on campus
    - UCF Mobile app was discussed to improve directions and navigation around campus
    - Maintained by CDL
    - Alternative map options were discussed

- A Google Maps experience was suggested
    - Knowing building names and codes makes it challenging to navigate
    - Google internal mapping was requested similar to airport mapping
    - Michael Sink will take suggestions to CDL and keep the committee informed
  - Teleconference technology
    - Skype for Business training and resources were discussed
    - Linda.com Skype for Business training videos are available
    - Demos can also be made available
    - Teams will eventually replace many Microsoft tools
      - Will eventually replace Skype for Business with Teams
    - Teams can be demoed at one of our committee meetings
      - Should we set up a Team for this committee?
    - Adobe Connect was also discussed as an alternative to Skype for Business
    - College of Medicine uses a client called Zoom
  - Student Perception of Instruction (SPoI) – processing mid-cycle or mid-term reports
    - Tabled for next meeting
  - Multi-factor authentication
    - Tables for next meeting
  - Unify multiple “worklists” in PeopleSoft and other systems
    - Briefly mentioned at the end of the meeting
    - Create a single interface for administrative actions
- Other Business
  - Next meeting is October 1, 2018
- Adjournment