IT Town Hall Meeting Notes – July 18, 2013

The July Town Hall meeting was held at 10 am on July 18, 2013 in the Procrastinator Theater at Montana State University. Adam Edelman and Anne Milkovich provided updates and took questions regarding the status of current and projected IT matters.

The IT Center continues to make progress on the trajectory started by DeWitt Latimer in support of the University’s strategic plan. A lot of exciting projects are currently underway in the ITC and throughout campus.

Project Updates

Service Desk

The Service Desk is being built on the first floor of Renne library and will be ready this Fall. This location will be the point of entry for Service Desk needs.

Wi-Fi Upgrades

The Wi-Fi build out project intended to upgrade infrastructure and wireless connection across campus is expected to be in place by the end of the summer.

Email Upgrade

The IT Center is working towards outsourcing the Faculty/Staff email to Office 365. The end goal is to have students, faculty, and staff on this email system.

Operational Reporting

The operational reporting tool called Argos will be implemented in the coming weeks. Operational reporting is the first step towards improving decision support on campus.

Identity Finder

The Identity Finder software will be hosted centrally and implemented in the coming weeks. The software works to identify and secure sensitive information exposed throughout computer files. Faculty and staff will receive communication on the installation process for their computers soon.

Identity Management/Middleware Initiative

The Active Directory redesign project is in the planning stages. This is a four-campus project that will consolidate usernames and passwords of faculty, staff and students, and simplify the log-on systems to many of MSU’s resources.

Eduroam and InCommon are two services that are also currently under consideration to facilitate stronger identity management and federation between MSU identities and other universities.

IP Address Management

The IP Address Management (IPAM) project is underway. The first phase will begin in August and will deal with DNS and other key infrastructure pieces.

Network Core Upgrade
The next generation of the network core has been purchased and is being launched this summer. The upgrade will significantly improve performance and redundancy of core routing and switching infrastructure.

**Security Initiatives**

A potential commercial product is being investigated to improve reporting and other capabilities for vulnerability management.

A project focused on contracted services and penetration testing on central systems is also about to launch to ensure the IT Center is auditing and assessing itself as best possible.

**Mobile Applications for Students**

The first round of mobile apps will be introduced to students this fall. The Ellucian app will allow students to check their grades and schedules from their mobile devices. If the product is well accepted, expanding mobile apps will be considered further.

**Content Management System Status**

A contract is about to be awarded to a request for proposal (RFP) submission. The CMS for the website will allow the web templates and web content to be much more responsive to mobile devices and tablets.

**Student Client Relationship Management**

The SCRM project is queued up and will be launching soon. The IT Center will facilitate getting the right product in place to manage relationships with students efficiently and effectively.

**EDMW**

The Electronic Document Management Workflow (EDMW) project is initiating. The project works towards solving issues such as routing and handling paper documents.

**Space Updates**

The search continues for an offsite space. In the meantime, adjustments with the current space are being made to function as optimally as possible.

**Research Computing Group**

A Research Computing group is in place to create an overall more robust center for research computing at MSU. The focus is on finding a shared, scalable infrastructure to support researchers and shared resources.

**Governance Structure**

The Bozeman campus has yet to name its representative for the governance council. The governance structure is centered on one MSU enterprise-wide governance council and will include a representative from each campus. The council will resume meetings at the beginning of the fall semester.

**ITSM—IT Services Management**
Anne Milkovich is overseeing the User Services group and heading the IT Services Management effort. The ITSM framework aims to deliver IT services to constituents in the most cost effective, efficient, and quality manner.

Service Catalog

The Service Catalog is the first step towards managing the IT Center by services provided and will better inform constituents of the resources available to them. The project is in the early stages of development.

ITFM

The IT Funding Model addresses the distribution of funds for IT services. We will be working with the Finance and Administration departments to evaluate what services are needed and how to deliver them in the most effective and efficient manner. The goal is to manage the demand in a way that provides transparent financial transactions to constituents and also reduces our transaction costs and non-value add work.

ITSM Organizational Goals

The organizational goal of ITSM is to create a learning organization where people are cross-trained and thus more adaptable to working on different services as needed. A more efficient and effective organization will also allow the IT Center to better manage the highs and lows of demand and to create more growth opportunities and career paths for staff.

Student Employment/Internships

The internship program facilitates the University’s Strategic Plan to integrate service and learning, providing exposure to expertise in specific fields alongside academic learning. Student interns will be proactively trained and qualified in various technical areas; will build their resumes; and will explore different careers and skill sets within IT. In return, the IT Center will develop and retain a highly qualified student workforce. The program was piloted in the PMO office this summer and is expected to expand into more technical areas of IT in the near future.