Bozeman IT Council Agenda
1:00 PM Thursday, August 20, 2015
President's Conference Room

I.   Call to Order, Announcements

    A. Minutes approved from previous meetings

II.   Discussion Items

    A. CMS Updates from University Communications

- Great Falls is live. All websites are in the CMS.

- Northern is migrated to the CMS but not all sites have been moved. Currently training staff online.

- Billings is newly creating all of their sites within the CMS.

- MSU Bozeman

  - 485 sites migrated. That includes 120,000 digital assets.

  - Trained over 700 users on CMS administration. Still migrating sites and will continue throughout next year. Currently working on CLS, English, Physics and Business.

  - Major sites yet to complete include Biofilm sites, computational biology, Chem and Bio Chem, Ag, EU, Extension (small #), local Gov Center, ~200 sites that need to verify if active and need to actually move.

    B. Security:

- IT Security council,

  - Members identified by Deans and/or Vice Presidents for all areas

  - Meetings beginning in middle or late September

  - Updates on current threats and other activities

    - Discussion and review of security-related efforts

  - Security Training Professional Development Pool

    - Potential opportunities to be discussed

- Identity Finder

  - ~65% administrative areas, ~15 academic areas already deployed

  - Enhanced documentation and training under development – ready in September

  - Leadership "Report Card" coming this Fall

    - "Rolled up" information to help heads of units understand the sensitive information in their unit

- Deployment calendar to be published in September

    - Timeline published to deploy identity finder to rest of campus

- Informational meetings with key groups (Faculty Senate, Deans Council, Assistant Deans, others)-"information campaign"

- May send communications, education and also training to this group for review (this will be outside of regular meeting times)

- Questions

    - Does new training/communication include new products now being offered (i.e. Box?)

        - Yes, and will include the correct ways to handle data storage and sharing.

- IE Patch has been added to update server (went out 8/19). Does require a re-boot, please encourage users to complete re-boot. This update patches a security issues that were found with IE.

    - Question: Does update server support IE 11?

        - Yes

- Windows 10: Please keep in mind that we do not currently support update to Windows 10. Discourage users to update as they cannot currently join to domain. It also breaks several applications (key to productivity like Adobe Acrobat!)

C. Box

- Current Status

    - Accounts have been created and will be included in a communication on 8/24

    - CMS Content Created and website is live

    - General Training Sessions Around Campus

    - Marketing

        - Maps

        - Postcards

        - Posters

    - Box University

        - Individual and Help Desk Training

- What's Next

    - Updates from rollout

    - Migration of Box *Lite* to .edu accounts

        - Users who signed up for Box before we had the Enterprise

license. Will be migrating these users and their content to the enterprise account Monday. They will have 14 days to either change the email address or ensure their content is appropriately moved.

- Ongoing Box Updates and Continuing Education

- De-provisioning

    - What happens when students or faculty/staff leave?

    - We will close the account. They will have 10 GB *Lite* Account

- Billings may also add Box services

- Questions

    - Do we manage the server?

        - It is a cloud service so we do not host the server.

    - Can they de-provision to a paid account?

        - Unsure, but most likely they can update their own.

    - Will students still have z-drive?

        - Yes, they still have access. Goal is not to remove any options but add this option.

D. WebEx

- Cisco Webex

    - Current State

        - 50 licenses, all in use

        - Test accounts available for immediate need

        - Zoom Video Conferencing currently available

        - WebEx Enterprise License

            - 3,000 WebEx Licenses

            - 90 CMR Collaboration Meeting Rooms

            - 402 GB of shared storage for Bozeman campus

- Cisco Spark-implemented after WebEx

    - Will conduct some pilots before providing to community.

    - Note: tool is still under development by Cisco

    - Current State

        - Cross platform IM

- Group Chat

- Lync currently available

- Faculty and Staff Only

- Future State

  - Go live date for campus URL's is August 19th

  - Onboarding support provided by Meet Me In The Cloud-open to IT council (will be communicated)

  - Onboarding Includes a Project Plan, a Communications Plan and Training Plan (training for IT Council ~ September)

- **See slide deck for timeline (slide 8) and onboarding methodology (slide 7)**

- Need to consider reporting and capture video (can do this with WebEx) but need to save local not in cloud storage. The cloud storage is system level so need to monitor and ensure that we maintain enough storage space. Users should be guided toward local storage if that works for their needs. Also need to consider computer audio vs. telephone audio. We have limited number of hours for phone vs. computer audio. Need to understand user needs to ensure we have the correct licensing structure.

E. O365

- Office 365 Deployment

  - MCS – Plan v Actual

    - GF will migrate after labor day

    - Billings is beginning this week

    - MSU Bozeman (discussed later)

  - Office Pro Plus Deployment-montana.edu/office365/student

    - Communications

      - Joint marketing with Box

        - Offering Microsoft office free for all students. 5 free downloads on PC or Mac. Students are very excited!

    - Support plan

  - Known issues – Issues are being caused by users not following/reading migration/device update directions

  - Repeated prompting for credentials

  - Moving personal archive files (.pst) to Office 365

  - Schedule Update (schedule on next slide)

  - Departments migrated (800+):

- ITC,

- Auxiliary Services,

- Renne Library,

- University Communications,

- Athletics, College of AG EARC,

- VP Student Success

  - Bobcat Rodeo,

  - Counseling & Psychological Services,

  - Dean of Students,

  - Student Health,

  - CLS – various departments

- See slide 10 for proposed scheduled migration draft (still working with groups).

- Ceased work in migration to ensure student office pro plus implementation was completed.

- Schools with no IT lead require more conversations with admins and leadership (face-to-face) to help with understanding process and provide support.

- Been advised by ~3 users that the migration to O365 has decreased Spam issues (from ~200 spam messages/day to 5).

- Not seeing any "known issues" that indicate systemic or process issues. Have seen issues with prompting for credentials. Having some issues with migrated users not reading instructions. When working with users really push reading and using the instructions.

- Questions

  - When will all new accounts be created in O365?

    - Can work with individual groups to ensure that these are automatically added to O365.

    - Departments that have been migrated all new employees will be in O365. If department hasn't been migrated then they are not adding directly to O365 yet.

    - Skype for Business vs. Spark?

      - WebEx will be preferred tool for video collaboration. Users can use Skype if they want but it won't be as supported as WebEx. Spark is the same thing, it will be the preferred tool and will have "best effort" support.

F. Bozeman Executive IT Council meeting will take place next week.

- This group is the executive to provide policy level direction and oversight vs. technical. First meeting will include updates on IT Security Council, Electronic Document MGMT and discussions on SonicWall application, wireless buildout and Data Governance council

G. 　Dell is curious about user experiences with ordering hardware. ITC has been providing user input. IF anyone on this council has experience and would be interested in discussing end user experience please respond to email that will be sent out.

H. Are members interested in presenting issues, problems, new services, challenges, etc. in meetings? We would like to open agenda for hearing from members rather than just presenting to the group. Please respond to email when asked if interested in participating in agenda.

I. Note in last year of Brightspace (by D2L) LMS contract. There will be a group driven by faculty and with membership from campus. Will most likely have to do an RFP.

J. Please see slides 10-13 for VDI and LANDESK updates.

K. Action Items

- Group, please look at Box website www.montana.edu/box Pay close attention to the matrix for data storage.