



Attendees:

Jason Beaudin, Director, Academic Technologies (AT)
Russ Bricker, Director, IT (NI)
Aginah Chambers, Project Manager
Chris Fuller, Director, Computing and Media Support (CMS)
Cindy Gavazzi, Director, Enterprise Applications (EA)
Bob Messner, Vice President, Information Technology/CIO
Juanita Mort, Executive Assistant

1. Approval of Agenda

Russ Bricker moved to approve the agenda as presented. Chris Fuller seconded the motion.
Motion carried.

2. Approval of October 25, 2018 Meeting Minutes

The minutes were distributed for review prior to this meeting. There being no changes, the chair asked for a motion to approve.

Cindy Gavazzi seconded the motion. Motion Carried.

3. Announcements – (All)

a. Bob –

- i. The team celebrated Russ' time with us and shared our appreciation for all he's done to help our division succeed. He will be greatly missed, but we wish him well on his new venture.

b. Jason

i. Kudos to

- 1. Peter Miller, Brandon Sheppard, Chris Holtzinger and Chris Gable, Harrisburg Media Services, for supporting video connected classroom
- 2. Melissa Dietrich, Melany McNew, Josh Rumpff, Joe Tubioli, Center for Design and Instruction, for having their presentation proposal on Universal Design for Learning accepted by Lancaster Learns (February 2019)

4. Open Position Update – (All)

a. NI –

- i. Director, IT –the position has been posted and closes 12/31. The search committee will begin reviewing applicants after the New Year.

b. EA –

- i. Business Analyst, Work Force Development - Stephen Aiken accepted the position and started on 11/27/18.
- ii.



- c. PMO –
 - i. Ibrahim Lasisi started as student worker on 11/19/18 – currently familiarizing himself with our project management policies, forms and other documentation.

- 5. Departmental Updates | Project List Review – **please review status report prior to meeting*
 - a. Academic Technologies (J. Beaudin)
 - i. Classroom early check survey results shared with AA – overall positive, training well received. A number of revisions may be made to the standard and to our processes upon further feedback collection; among these is the consideration of adding some additional "regular" whiteboard space flanking the projector and consideration of the need for additional screens to improve visibility without compromising accessibility
 - ii. Blocker215 upgrade -
 - 1. This will be upgraded over break; we have requested two additional weeks at the start of the semester in an attempt to complete the work, as this upgrade was scheduled for a substantially shorter upgrade window than we have established for classrooms, and the system is more complex.
 - 2. The team communicated out to the stakeholders that we would prioritize meeting the accessibility need in the room, but that we could not guarantee that the remaining work would be completed by the end of the available time.
 - iii. Leb318 -
 - 1. This room will be converted to a computer lab over break to accommodate technology needs at Lebanon Campus; the room will be considered for a possible classroom upgrade in 2019.
 - b. Computing and Media Support (C. Fuller)
 - i. PC Roll out –
 - 1. The desktop portion of the roll out finished last month.
 - 2. College-wide, we have shipped 500 computers back to the leasing company. Another 1,500 are scheduled for the week of 12/10/18.
 - ii. Cognito forms – departmental training is underway.
 - 1. Provided training for Genita Mangum, registrar, disability services department, Amanda Clemm, coordinator, HACC Foundation Operations. Cindi Duncan, payroll technician is scheduled for early 2019.
 - iii. Dell Roadshow –
 - 1. Chris reports that the event went well. Our team learned a lot about Dell's roadmap/plan for the future.
 - 2. IntelUnited – this new interactive monitor can connect to several other monitors, which would make it appealing for instructor use. The AT team is exploring the interactive display.
 - iv. Technology Investment Committee
 - 1. Seven submissions were received for review in the last round.



- a. Four of the seven met criteria for review.
 - b. A report will be presented to the Cabinet at their next meeting.
- v. 24/7 Support Center –
 - 1. A re-advertisement of the bid was posted. While the same number of responses was received, they were not from the same companies. Chris will review the two final proposals with Bob and expects to have a recommendation for the board to review in February.
- c. Enterprise Applications (C. Gavazzi) (see notes)
 - i. Banner 9 –
 - 1. All users are now using Banner 9 Application Navigator exclusively. Banner 8 production links are no longer available. Banner 8 INB will remain accessible in DEVL as a reference until 12/31/18.
 - 2. A 30-minute session timeout was established for Banner, which logs out users from both Banner and MyHACC after 30 minutes of inactivity. This has caused some concern among functional users. As a first measure, we will be providing additional education to end users about best practices in security. Previously, the timeout was 4 hours and considered a security risk.
 - 3. Preferred Name and Gender:
 - a. Student Self-Service Student Profile, Class Lists and Advisee Lists are in testing to meet the requirements of implementing Preferred Name to support the Gender Acknowledgement and Accommodations SGP with a projected Go Live date of January 7. Preferred Gender will be addressed in Phase II.
 - 4. Updates to D2L and Banner extracts for the Library are in analysis.
 - 5. Further analysis of HR third party systems needed (i.e. Halogen and Cornerstone) to be addressed under Phase II.
 - ii. The new HACC Identity Manager, a custom application developed in house to replace the Forefront Identity Manager, was deployed to production 12/5. FIM services have been stopped. The next phase with enhanced functionality for students to claim their own accounts is targeted for deployment in late January. EA is working with Student Affairs to establish the Go Live date in conjunction with their communications to students. This process will be FERPA compliant when Phase II is implemented.
- d. Project Management (A. Chambers)
 - i. PCI Compliance Project – Reorganized project into two phases to focus on chip reader implementation in phase I and contracting a PCI expert in phase II to help the team target their efforts on the requirements.
 - ii. Project Management Information System RFP Project – Planning to publish RFP 12/17/18 and make a selection by March 2018. Added Facilities representation. Team is currently working to finalize requirements.



- iii. Portfolio Governance & Management Initiative – Project Managers and IT Directors will continue discussions on defining a 'project' and initiative categories. Next meeting is scheduled for early January 2019.
 - e. Systems Services (R. Bricker) (see notes)
6. Standard Operating Procedures (SOP's) and Checklist
- a. Moving forward with the next set of SOP's.
 - b. Process to create documents
 - i. Directors shouldn't create them -OIST staff should create them.
 - ii. What process should be followed from creation to approval at this meeting? The agreed process is:
 - 1. Stakeholders create -> operations meeting -> leadership agenda -> operations meeting approved ->posted to OIST portal.
 - 2. JM will do CIO/division policies
 - iii. How many SOP's is reasonable to complete in a month? The group agreed to create five a month. This will be started after the upcoming leadership retreat.
 - iv. Directors to bring policies to the retreat for review and prioritization. The top 20 will be identified and moved to SOP's.
 - v. A link accessible to all OIST staff members will be created on the P:/Drive.
 - vi. Incentivize the creation – To encourage the teams to work on these policies, they will be permitted to work remotely one day to work on this project. The expectation is that they will work solely on this project that day and submit their work the next business day.
 - vii. The SOP checklist for new process/procedures.
7. CIO Updates – (B. Messner)
- a. Leadership Retreat
 - i. Topic Selected: Project Prioritization
 - ii. Date: January/February
 - iii. Venue - offsite – whole day
 - 1. Capital Blue store, Enola, PA
 - iv. Attendees
 - v. Leadership Team, Campus IT Directors, Associate Director, CDI and business analysts
 - b. Student Affairs Leadership Team (SALT) Retreat –
 - i. Bob will be attending to present to this group and provided an overview of his presentation.
 - c. Software Audit – Bob provide an overview of the presentation he gave to Cabinet.

Adjourn – Russ Bricker moved to adjourn the meeting. Chris Fuller seconded the motion. Motion Carried.

Next meeting: January 2019 – date and location to be determined.