



Attendees:

Jason Beaudin, Director, Academic Technologies (AT)

Russ Bricker, Director, IT (NI)

Cindy Gavazzi, Director, Enterprise Applications (EA)

Bob Messner, Vice President, Information Technology/CIO

Juanita Mort, Executive Assistant

Absent:

Aginah Chambers, Project Manager

Chris Fuller, Director, Computing and Media Support (CMS)

1. Approval of Agenda

Russ Bricker moved to approve the agenda as presented. Cindy Gavazzi seconded the motion. Motion Carried.

2. Approval of [June 21, 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.

Jason Beaudin moved to accept the minutes as distributed and disseminate to the college community. Russ Bricker seconded the motion. Motion Carried.

3. Announcements – (All)

Bob –

Congratulations to Juanita Mort, executive assistant on her election to the office of chair-elect on the board of directors of the International Association of Administrative Professionals (IAAP®).

Russ – Kudos to Walt Adkins who has been a big help in getting data extracts to Mary Beth Yandrasitz for our Office365 migration project. He has been proactive each week to help us stay on schedule.

4. Open Position Update – (All)

a. CMS

i. Lancaster - Dylan Weaver, HACC CIS Alumn, a causal team member is in Lancaster has resigned. Dylan found a full time job and his last day was Thursday, July 19th.

ii. Harrisburg -

1. The replacement for Bob Dudley produced one applicant. A second telephone interview is being scheduled – interview 7/25



2. Tom Haney's position is still remains un-advertised. Rich Cardamone is back from vacation and would like to discuss with Bob Messner before proceeding.
- b. EA
- i. System Analyst - Ray Rickell started with the EA team on July 9.
 - ii. Business Data Analysts:
 1. Human Resources – the position posting closed on 7/1. The posting resulted in 18 applicants, four of which were selected for onsite interviews being held 7/31 and/or 8/1(backup). This interview session will be followed by a second and team interview on 8/9.
 2. Workforce Development – This position will be posted after HR completes the requested modifications to the job description.
5. Departmental Updates | Project List Review – **please review status report prior to meeting*
- a. The [Current Project List](#) was reviewed:
 - i. *Questions:*
 - ii. Academic Technologies (J. Beaudin)
 1. Classroom upgrades – project continues
 - a. The following classrooms on track for completion by 7/31 -
 - i. York - 2
 - ii. Lancaster - 2
 - iii. Lebanon will not be completed by 7/31 as the IT team has been focused on the Lancaster rooms.
 - iv. Harrisburg - 6.
 - b. Project aspects:
 - i. Positive – The IT team is on track.
 - ii. Challenges - some campuses don't have staff necessary to complete the project. Derek Zellers, systems administrator, is helping the campuses to get set up. In future will provide training.
 - c. Hall Tech - will be completed prior to beginning of fall semester.
 - d. Center for Design and Instruction and the One Button Studio are on track to be completed prior to beginning of fall semester.
 2. WiFi - should have access point in every classroom (HBG) – too many.
 3. Polycom deactivation – per Jason the deactivation will be completed in two years.
 4. iTunes U – Jason informed the group that iTunes U is moving forward as courses, their collections are going away.
 5. SPSS students service – advanced psych - # of students (next 3, 4 or 6 semesters) -240 over three years. 80/year. Cost \$100,000. - \$37,000 per year, \$500 per student. Of 240 only 100 completed both classes, of those 92 finished in one year. Private/personal license cost to student \$100/yr.



- 6. Two pilots –
 - a. Human anatomy app pilot –biology and allied health piloting several and then select one to use.
 - b. H5P interactive video and learning resource tool. Free, but cost to integrate into the LMS system.
 - c. Jason will select several faculty to oversee these pilots.
 - iii. Computing and Media Support (C. Fuller)
 - 1. The Request for Bid (RFB) for leasing Dell computers is complete and waiting for the BOF approval. A total of 455 desktops and 191 laptops will be leased over 36 and 48-month leases. Six vendors submitted proposals.
 - 2. The RFB for Microsoft Licensing is complete and waiting for BOF approval. We are changing to a Microsoft Open Value Subscription which allowed us for better pricing. OIST had budgeted \$100,450 and the lowest bidder came in at \$67,658.
 - 3. The RFP for a 24x7x365 Support Center is complete. Fourteen proposals were submitted and currently being evaluated.
 - 4. Footprint/Replacement project – Josy and Chris have started evaluating software packages. Linux servers have been built and packages are being compiled. With the start of classes approaching, evaluating software was put on hold until September.
 - iv. Enterprise Applications (C. Gavazzi) –
 - v. Networking and Infrastructure (R. Bricker) –
6. Retreat follow-up topic discussion -
- a. The “Next Curve” discussion (continued) - see table below

| | | | |
|---------|---|--|---|
| Ideas | Classroom Digital Resources Repository of HACC & Open Resources Monitor Resources | Technology Innovation 1. A.I. (Kiosk) Student Services Registration Process Guidance on Pathways 2. Machine Learning Data Informed decisions 3. Process evolution a. Leverage new tech in solution or improvement | Internal (OIST) Eforms Chat Video conference Softphones |
| Actions | Academic’s Instructor digital resource use/digital literacy | OIST 1. Repository of resources for Student services • Registration/Guidance | |



| | | | |
|--|--|--|--|
| | | 2. Data Lakes & warehouse for machine learning | |
|--|--|--|--|

7. Request/Approvals for elevated accounts (R. Bricker) –

- a. Current Elevated Accounts types–
 - i. #account – this type of account allows users to update machine. Currently adjunct and full time faculty have these accounts. These accounts don’t expire, and are not deleted until main Active Directory account is deleted.
 - ii. \$account – site administrators have these accounts. This includes all OIST staff, some Institutional Research staff and students, and all library staff.
 - iii. \$\$account – domain administrators: Megan Koss, Gavin Harvey, Mary Beth Yandrasitz, Dave Shaffer and Jim Walker. These accounts have full access to Active Directory and all servers.
- b. Elevated accounts are issued by request – no approvals required.
 - i. Moving forward – we must build standard operating procedure built on a policy based on when access is and isn’t granted.
 - ii. Russ was tasked with drafting an Standard Operating Procedure identifying the criteria that must be met prior to granting an elevated account, and an exemption process.

8. Password Management (R. Bricker)

- a. Researching vendors to use for password management.
 - i. Need to establish procedures for insuring that we can access all systems when assigned staff aren’t available. Currently we maintain multiple systems across departments to keep this information. In many cases, IDs/passwords are not stored in a central location.
 - ii. Russ Bricker will work with Kevin Nutt, the Directors, and Campus IT Directors on this project in the Fall.

9. Alternate Work Schedule (C. Gavazzi)

- a. [Policy](#)
- b. [FAQ's](#)
- c. AWS must benefit college and the employee.
- d. Earliest start time is 7am – earliest departure 3:30 – must be staggered within department. Lunch must be taken per policy.

10. [Web Content Owners](#) (B. Messner)

- a. This is a master process to be overseen by OIST
- b. Build the master list for page content editors (in process)



11. OIST Contact List (R. Bricker)

- a. Discussed the need to have a standard title across team members. Previous practice was to include certain job responsibilities in staff titles. Group agreed and will work within each department to standardize titles.

12. Open Discussion – (All) Deferred to August.

- a. Topic: The future of technology in higher education. Specifically, how can HACC reinvent itself in higher education? Please be prepared to discuss the following:

i. How do we make sure our users are well informed and trained on the technology we have available to them?

1. Where is system documentation (Banner, Active Directory)
2. How do we build a repository for what we do in IT?
3. What is our approach?
 - a. On demand solution
 - b. What information? What do I want? Where do I find it? Who do I contact?
 - c. Faculty - start with academic librarians to have them promote digital literacy to faculty.
 - d. Staff – do we build a more robust service catalog?
 - e. How do we get the word out?
 - i. Presentations/roadshows/ videos
 - ii. Identify subject matter experts
 - iii. Ask me anything/How to presentations

- ii. NOTE: Please review the Ellucian Live notes posted in your Basecamps.

Next Meeting – August 16, 2018, **TL209**

| Future Meetings Dates & Locations | | | |
|-----------------------------------|--------|--------------|-------|
| March 15 | TL108B | August 16 | TL209 |
| April 19 | TL209 | September 20 | TL209 |
| May 17 | TL108B | October 18 | TL209 |
| June 21 | TL209 | November 15 | TL209 |
| July 19 | TL209 | | |