



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 -

Aginah Chambers moved to approve the agenda as presented. Russ Bricker seconded the motion. Motion Carried.

2. Approval of [April 19, 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 moved to accept the minutes as distributed and disseminate to the college community. Jason Beaudin seconded the motion. Motion Carried.

3. Announcements – (All)

- a. Aginah - Reports that as of 5/17, we transitioned from CollegeNet to Outlook for non-academic room scheduling.
- b. Kudos –
 - i. Jason - To Mary Beth Yandrasitz, systems administrator, for helping get voice to work with Zoom room account.
 - ii. Cindy - To Gloria Shutter and Kim McGovern, specialists, library technical services for volunteering to facilitate Banner 9 Test/Trial Sessions in addition to members of HEAAT and the Banner 9 Implementation Task Force (Andy Marah, director, financial aid, Mandy Six, assistant director, enrollment services, Tom Hale and Nadia Ivanova, business analysts, Matt Gordon and Travis Mast, system administrators, Meredith Jenkins, systems analyst and Seth Chevalier, database administrator)

4. Open Position Update – (All)

- a. Enterprise Applications
 - i. Systems Analyst posting
 1. Checking references, planning to extend an offer next week
 - ii. Business Analysts will be joining the Enterprise Applications Team



- b. CMS –
 - i. Harrisburg –
 - 1. Instructional Equipment Technician (replacement for Bob Dudley) – the position has been approved and is moving to the Request to Fill (RTF) committee.
 - 2. Technician, User Support (replacement for Tom Haney) moved to RTF committee on 5/29.
 - ii. Gettysburg –
 - 1. Technician, User Support - Four candidates have been selected to interview.
- 5. Departmental Updates – 15 minutes each
 - a. Discussion: Should departmental updates be done at this meeting?
 - i. The group decided it is more efficient not to review each project in its entirety here.
 - ii. Moving Forward:
 - 1. The Project Management Office (PMO) bi-weekly report will contain all OIST projects and be expanded to include more detail.
 - 2. The PMO Project Status Report will be used to record and share departmental updates and to update the OIST newsletter.
 - 3. The newsletter will be re-structured and will not include detail on each page – instead list of “hot” projects will be included and a link to the overall project list will be included on each page.
 - iii. Directors should review this report prior to the leadership meeting and bring questions for discussion.
 - b. Academic Technologies (J. Beaudin)
 - i. Daylight was launched on 5/15.
 - ii. Classroom upgrades –
 - 1. Upgrades are underway and on track.
 - 2. Training is planned throughout the summer and during week “0.”
 - iii. Hall Tech 222 upgrade –
 - 1. On track. Rich Cardamone, executive business director, Harrisburg Campus, is the project lead.
 - 2. Nick Nerhood, campus IT director, Harrisburg Campus, is responsible for scheduling the Audio Visual integrators installation. The AT team will assist Nick with this project.
 - iv. CDI Move –
 - 1. The team will begin moving in to the new space in the next week.
 - 2. Nick Nerhood, campus IT director, Harrisburg Campus, will be technical lead.
 - v. Video Classroom-



1. The Academic Affairs workgroup has met. They have started identifying under-utilized classrooms for this project.
- c. Computing and Media Support (C. Fuller)
- i. PC lease –
 1. Final FY 17-18 order has been placed. A summer rollout is planned.
 2. Administrative PC order FY 18-19 – The bid will be advertised in June/July and selection will take place in August.
 3. PC purchase numbers are being finalized and will be reported after the 2nd (administrative) order has been placed.
 - ii. Copier usage – A template has been created to report on copier usage. The campus executive directors are reviewing prior to implementation.
 - iii. MS Campus Agreement – This agreement will be placed for bid in June.
- d. Enterprise Applications (C. Gavazzi)
- i. Axiom/XenDirect - Workforce Development Registration System:
 1. Business processes and procedures need to be mapped, developed, and distributed
 2. Need to map future state to determine requirements for system
 - ii. Cornerstone Learning Management System:
 1. HR PD team will administer; working on configuration.
 2. Cornerstone changed SFTP hosts; working through issues with data feed.
 3. Pilot being planned for summer (June/July)
 - iii. Raiser's Edge/Financial Edge: Behind Schedule - August 2017
 1. AP Vendor Integration: COMPLETED
 2. Graduate Data Integration: UAT
 3. Payroll Deduction Integration: pending requirements from functional user
 - iv. Banner Upgrades: Target Go Live - October 1
 1. Quarterly Upgrades: scheduled for June 3
 - a. Custom Job Submission changes
 2. Banner 9
 - a. Banner INB will be replaced with Application Navigator in Banner 9.
 - b. 4 Power User Test Trial Sessions: April and May COMPLETED
 - c. Early Adopter Test/Trial Sessions: May and June on each campus
 - d. End User Trial Sessions: July and August on each campus
 - e. Google site - to share project updates and resources for users
 - f. Working to identify and facilitate functional training.
 - g. Technical Projects:
 - i. Application Navigator 3.0 installed 4/17
 - ii. Proxy wallet for custom job submission required security updates - JUNE 3 DEPLOYMENT
 - iii. Custom Forms: TARGET - JULY



1. 39 forms to be decommissioned
2. 20 forms to be migrated - about 50% completed
3. 6 of the 20 can be decommissioned with the implementation of Student Self-Serve 9.7
- iv. BDMS: integration with Banner 9 is pending the upgrade to Secure Path and the SAN project; cannot access BDM through Banner 9; will be a standalone application until upgrade to Secure Path is complete
- v. Ethos: highly dependent on data quality; installation is dependent on the completion of the SAN project in order to build the virtual server to host the Ethos API deployments.
- v. College Code Conversion: COMPLETED MARCH 2, 2018
 1. Lessons Learned debrief scheduled for June.
- vi. Curriculog Course Approval Application: Phase I - Fall 2018; Phase II - Spring 2019
 1. Data mapping and requirements in progress in Student Affairs.
 2. Initial extract from Banner will be flat file. Will leverage Ethos when available.
- vii. Preferred Name and Gender: TARGET - ASAP (to be aligned with Banner Baseline SS 9.7 deployment - October - December 2018)
 1. Need requirements to proceed.
 2. Will work with BA and SA to accelerate definition of requirements.
- viii. Faculty Load and Compensation (FLAC):
 1. Pilot in progress in PROD for summer for about 60 employees.
 2. HR working with EA to resolve issues. May require some customizations.
- ix. Secure Path Migration: Target - End of Summer; will need Banner downtime for a few days
 1. Ellucian is no longer licensing DiskXtender which is the file system component of AppExtender. DiskXtender is being replaced with Secure Path. Quote received from Ellucian. Work will be done in house. Contingent on SAN.
- x. Recruiter:
 1. Upgrade: In discussions with SA for defining SME, project team and timeline.
 2. ExactTarget bulk email solution: working on finalizing contract for FY19
- xi. Banner Security Improvements:
 1. Virtual Private Network (VPN) Connections: Users with a need for direct access the Banner database will be required to use a VPN connection. Will need to submit SAR.
 2. Microsoft Access Reports
 - a. Awaiting finalization of Argos permissions for converted reports.
- xii. Accuplacer: Target - by October 2018
 1. Requirements analysis in progress



- xiii. ALEKs: Target - by end of Fall 2018
 - 1. Requirements analysis in progress
- xiv. Password Reset using Text Messaging/Phone Call:
 - 1. Soft launch: 5/29/18
 - 2. Full Deployment: August 2018; communications through OCA
- e. Project Management (A. Chambers)
 - i. Axiom / Xenegrade – ON TARGET (September 2018) – Business processes and procedures are continuing to be mapped and developed. Finalizing these processes and procedures are integral to product use and ensuring the solution meets business objectives and goals. Project Lead is leading effort to complete process mapping for the existing registration and reconciliation processes. Existing and future state needs to be mapped along with requirements. Other considerations such as contracts, permission to bill, etc. scenarios need to be considered and mapped as well. Project Lead has agreed to work over the next few weeks prior to the next Monthly Sponsor discussion (6/18/18) to provide a recommendation on a phased implementation approach. Vendors are on target with development based on targeted September 10th implementation date.
 - ii. PCI Compliance – NOT SCHEDULED – Meeting scheduled 5/29/18 with Leaders from Finance, Network Infrastructure, Bookstores and Student Affairs to request representatives from each area be assigned as PCI Compliance Process owners for their respective departments / divisions. Once confirmed, will work with this group to develop core and project teams, project charter and begin project planning.
 - iii. Cyber Security Awareness – ON TARGET (November 2018) – Scope includes planning and executing small scale monthly security awareness events from July – Sept. 2018 and planning and executing a large scale event for October 2018. Project Team has begun to meet to work on project charter.
 - iv. OIST BCP – ON TARGET (August 2018) – First draft completed. Project Lead gathering feedback from the team and working with IT Director on completing second draft (due 5/31/18). Final draft of OIST BCP targeted for 6/30/2018.
 - v. Non-Academic Scheduling – NOT SCHEDULED – Outlook implementation completed 5/17/18. College Net decommission will be completed prior to 6/30/18. Planning in progress for the second phase of developing usage statistics reporting for Facilities Management.
 - vi. Kudos to entire CollegeNET – Outlook team – Heather Prugel, administrative office specialist, academic affairs, Harrisburg Campus, Russ Bricker, Mary Beth Yandrasitz and Matt Gibson, system administrators.



- f. Systems Services (R. Bricker) see notes
 - i. General Projects –
 1. Office 365 – We will be reviving this project now that the Collegenet project has been completed. We will be building a timeline and communication plan over the next couple of weeks.
 2. VDI Project – Vendor (Candoris) has been on site this week to install hardware and software.
 3. Business Continuity Project – working through second revision of BCP draft due on 5/31/2018.
 4. SAR Review Project – Survey has been sent to 200+ SAR users. Results are being collected through 5/25/2018. We currently received 70 responses.
 5. Automate Email Distribution Lists – We've met to talk about how we can do this. Will begin with Everybody, CEO and APO lists.
 6. AUP and Email policies – beginning the path through review.
 7. iTunes - need to review hosting needs With Academic Technology team.
 8. SQL Server Backups – We have completed a review of all SQL databases and have redefined and verified SQL and Tivoli backups.
 - ii. Network
 1. WAN Project – Delays in the Gettysburg KINBER upgrade continue as we wait for the easement issue between Weis and Comcast to be resolved. As of 4/18/2018, Weis has asked Comcast for some clarification on description of communication path. Comcast committed to getting those updates back to Weis by 4/20/2018.
 2. Internet Failover test – was performed successfully on May 18th. While redirection of internet traffic was successful, we found firewall issues that affected reconnection of VPN tunnels between the CashNet and website AWS server. We will be looking at how we can better monitor these types of connections moving forward.
 3. Harrisburg 10G/Fiber Project – Kickoff meeting was held with Frontier on 5/23/2018. Work to begin soon.
 4. York 10G Upgrade – all optics have been ordered.
 5. SAN Project – Hard drives to be delivered this week. Technician will be on site week of 6/4/2018 to complete installation
 - iii. WiFi Performance
 1. We've signed an agreement with Netrepid to conduct a WIFI discovery, measurement, and expansion plan for improving the WIFI network on the Harrisburg campus.
 2. We will be updating the HACCGuest network to a new model on Friday, 5/25/2018. This change will only impact guests of the college, the HACCwifi will remain unchanged for right now. We will ask students who have been working with us on performance issues to help test this new



network. Based on testing, we will plan on upgrade of HACCwifi network before fall semester.

- iv. Lancaster Backup Datacenter – doing some backup software upgrades this month and then will schedule time in June to move secondary backup system to Lancaster. When SAN project is completed, we will begin the installation of the VM host servers.
 - v. UPS Battery replacements – batteries have been ordered. Upon delivery a schedule with the IT Campus directors will be developed for installation.
 - vi. Monitoring
 - 1. Evaluating a product called Darktrace. This is a cyber-defense system device that self-learns about our network and provides traffic reporting, real-time threat detection, and summary reporting of overall behavior across the network.
 - 2. Continue to review the possible replacement of our current AccelOps tool. Dave Shaffer has reviewed, Solar Winds and What's-Up Gold. Just began a 90 day trial of a monitoring tool provided by Affiniti. Will also be planning a review of a product called GridObserver by Conxx. With these tools, we will also be looking into NOC type support from an outside source to help provide 24x7 internal/external monitoring.
 - vii. Phone System
 - 1. Software Upgrade – Have signed an agreement with GDC to help with the software upgrade of our CISCO Phone system. This will be performed in pieces over the next several weeks.
 - 2. Softphone Pilot – We will be looking for staff to help pilot the use of “softphones” instead of physical phones. Ski and Darby Miller have already volunteered. Evelin will be leading this effort
 - viii. Cyber Security
 - 1. PCI Compliance Training - 55 staff have viewed the online PCI training and passed the associated test. 5 Users still need take this online training. Users will be prompted to retake next year at this time.
 - 2. Techguard Training – Kevin Nutt has finalized our online training opportunities for staff. He is currently working with Matt Gordon to integrate with Banner and SSO.
 - 3. Cyber-Security Awareness – Working on two projects:
 - 4. Monthly Emails – (July, August, September) email to staff on subjects such as online password managers, protecting against identity theft, paying bills online, and safe browsing practices.
 - 5. October Cyber Awareness – working with project team to find volunteers and have first meeting by 6/15.
6. IT Governance Proposal Update (J. Beaudin)
- i. Technology Governance SGP has been reviewed by all employee groups and will be presented to the Shared Governance Committee on 6/7.



7. Project Management Methodology (A. Chambers)
 - a. Project Management Overview D2L Space: Building D2L portal for overview of methodology and templates with guidance from Instructional Design (Melany M.). Working on development of the content on the portal. Once completed, will work on creating necessary videos.
 - b. Upcoming:
 - i. Evaluation and pilot of collaboration tools for project management (TBD)
 - ii. Building more detailed project management training courses to be made available to the institution (2019)

8. Retreat follow-up topic [discussion](#) -
 - a. Departmental Mantra's – directors will identify the mantra they wish to use for their department.
 - b. The “Next Curve” discussion
 - c. The group was asked to be prepared to finalize this discussion at the next meeting.

9. Capital Budget Updates (B. Messner)
 - a. Discussed significant increase in software costs in the capital budget with cabinet and the impact it has on future years operating budgets.
 - i. Example: Last year \$222,000 purchased in software increased the 18-19 operating budget to cover the maintenance.

10. CIO Updates – (B. Messner)
 - a. Affiniti Group – Bob reports that several of the member colleges have had a turnover in CIO's. Six of 13 are retiring or are new.
 - i. Plans are underway for a face-to-face meeting
 - b. Travel forms – reviewed new process (with the group)
 - c. HACC look towards the future – brief overview discussed. Future discussions will be held with this group in the near future.

Next Meeting – June 21, 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		