



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 RB/CF
2. Approval of [August 16, 2018 Meeting Minutes](#) CF/CG
3. Announcements – (All)
 - a. Kudos –
 - b. Chris – to Matt Gordon, systems administrator and Aaron Stout, web applications programmer for their assistance with the password resets the first week of classes. Below are statistics from the first week of classes.
 - i. 40% reduction in calls
 - ii. 69% reduction in abandoned calls
 - iii. 69% reduction in transferred
 - iv. 59% reduction ring no answered
 - v. 60% work orders closed that week
 - c. Russ - to Walt Adkins, systems analyst, for assistance with the 0365 conversion.
 - d. Bob – to the networking and infrastructure team, especially Mary Beth Yandrasitz, systems administrator, for their efforts to complete the Office 365 migration. To date nearly 1,000 users have been migrated.
 - e. Jason –
 - i. Melany McNew, coordinator, instructional design – Accessibility work with Brightspace shell for class taken by visually impaired student.
 - ii. Melissa Dietrich, coordinator, instructional design – Universal design and accessibility work with the English Department.
 - iii. Roger Garber, systems administrator – weekend work to ensure smooth launch of classes following Brightspace issues.
 - iv. CMS campuses teams – (pull from Ski Gram). Providing 1st day support for classes at all campuses.



- v. Thank you to the Harrisburg Computing and Media Services and Networking and Infrastructure teams who assisted with the Solstice testing in Whitaker 215.
- f. Cindy
 - i. Thanks to Kim Kelsey for presenting to HEAAT about the data warehouse.
- 4. Open Position Update – (All)
 - a. EA –
 - i. Human Resources Business Data Analyst: Heather Gutschmidt started 9/10
 - ii. Work Force Business Data Analyst: Two candidates interviewed; will fail the search
 - b. Chris – Todd Price, former student worker, was hired to fill the Harrisburg Temporary Full-Time position.
- 5. Departmental Updates | Project List Review – **please review status report prior to meeting*
 - a. Academic Technologies (J. Beaudin)
 - i. One Button Studio – Harrisburg is up and running.
 - 1. There are additional “quality of life” improvements that we aim to make, including external room scheduling display, additional sound dampening, improved lighting, and a countdown before recording commences.
 - 2. HATSize is going out of business at the end of September. Our account representative is advocating for us to continue to have access service through the end of the Fall 2018 semester. The outcome is unknown.
 - a. Concurrently, OIST is working with faculty to evaluate internal and external solution options in order to minimize any possible disruption to classes.
 - ii. CDI Classroom Status –
 - 1. Monitors have been mounted and connections are being tested. Programming of the touch screen continues.
 - 2. Upon completion of the Harrisburg space, the AT team efforts will move to the Lancaster training space to update that space, bringing it in line with the classroom technology standard.
 - 3. Gettysburg is celebrated the opening of their training space during the campus open house the week of 9/17.
 - iii. Video Classrooms
 - 1. The workgroup is reviewing the project charter draft.
 - 2. The proof of concept setup is available in Whitaker 228.
 - 3. Academic Council will be asked to inform faculty recruitment.
 - 4. “Unofficially” piloted offering of a class with Zoom support, using some basic premises of the video classroom space.
 - b. Computing and Media Support (C. Fuller)
 - i. PC Deployments
 - 1. June/July PC deployment complete. A few left in the library, working on
 - 2. Next step is to return unused PC's.

3. August PC order – the last shipment has been received.
4. Returns must be completed by Oct 30.
- ii. 24/7 Helpdesk
 1. Fourteen bids were received and four of those vendors were invited on site. From there, the field narrowed to two. Chris is working with those vendors.
 2. The team is looking to implement after next board meeting.
- iii. Footprints has been notified that we don't intend to renew.
- c. Enterprise Applications (C. Gavazzi)
 - i. **Banner 9 Application Navigator:** On Schedule
 1. The link to access Banner 9 Application Navigator was made active on MyHACC on 9/12/18.
 2. Since that time, adoption is increasing on a daily basis.
 3. Unique users of Banner 9 AppNav increased steadily since Go Live

	Banner 8 Users	Banner 9 Users
8/29/18	220	46
9/19/18	119	163

4. ~130 Early Adopters and Power Users were given access to Banner 9 Application Navigator Production on 8/22. Their role is to support peers with the adoption as well as to have provided input to functional training and updated procedures.
5. Concerns so far:
 - a. Browser questions
 - b. Concerns about response time
 - c. General workflow questions
 - d. Keyboard shortcuts
 - e. End users will have access to both Banner 8 INB and Banner 9 Application Navigator throughout October. On November 1, users will only have access to Banner 9 Application Navigator.
- ii. **Data Warehouse:**
 1. Bob has been meeting with Cabinet members to discuss the capabilities of data warehousing and trend analysis to support decision making
 2. Kim Kelsey presented to HEAAT on 9/17 about the current data warehouse reporting and Tableau dashboard for enrollment statistics
 3. Next steps - Need to define functional requirements
 4. Had exploratory meeting with WhereScape about the data warehouse automation product

5. Spoke with two references for WhereScape: Bucknell and Salt Lake Community College
 6. Exploring a discussion with Lehigh Carbon who is migrating away from WhereScape
 7. Steve Barry, data warehouse development analyst, and Seth Chevalier, database administrator, are working on compiling a list of evaluation criteria and questions to assist with the evaluation of warehouse solutions
- iii. **Banner Self-Service Planning:**
1. Planning is underway for the Banner 9 Self-Service applications for Student, Finance and HR
 2. Of highest priority is Student 9.7 Drop Roster functionality to replace the custom Banner 8 forms for Confirmation of Attendance
 3. Engaging in discussion with Finance regarding the prioritization of Banner 9 Self-Service; Implementing the HR Employee Profile module will also have implications to Finance as much of this affects Timesheets which are under the purview of the Payroll team
- d. Project Management (A. Chambers)
- i. Nothing to add to the current project report.
- e. Systems Services (R. Bricker)
- i. **Harrisburg Fiber Upgrade**
 1. All External work has been completed
 2. Internal 12-strands at Whitaker, Blocker, and Ted Lick have been pulled
 3. 96-strand cable between buildings has pulled between five of eight buildings. Waiting for final delivery of cable (out of South Carolina) to be delivered.
 4. Termination of cables has begun.
 5. RFP for Cisco switching equipment is out for bid
 6. Expected completion date is 10/15/2018
 - ii. **Wireless**
 1. We've worked with Netrepid over the last several months. We've concentrated on making improvements to the Harrisburg campus. While we've been able to make improvements in the classroom buildings, we continue to struggle with the large student areas like Cooper and the Library. Netrepid is coming back on site to focus on these areas. We will be looking at band usage issues, possible conflicts with other networks (PSECU, Subway, Chef's Apprentice)
 2. We've made some changes in Gettysburg to see if issues they are experiencing will be helped by changes already made in Harrisburg
 3. During this process we have identified that many students are connecting via the HACCGuest network, we have begun pushing messages in various

ways to educate students on the need to connect to the HACCWifi network.

4. Student online feedback form being developed to help get from students on successes/failures

iii. O365

1. Migrated: OIST, Student Affairs, Library, Finance, HR, Tutoring and Testing, OCA
2. Admin staff left to migrate: President and Campus VPs, Academic Affairs, Workforce Development. Will be completed by 9/20/2018.
3. Faculty still on track to be migrated before 10/31/2018.
4. Current Issues
5. Free/Busy information not showing for some users. As some users do not have this problem, our vendor thinks this is unique to the individual user account and is looking for a resolve.
6. Distribution Group Management – users migrated to O365 lost ability to manage Exchange Distribution groups. Working on a resolve.

iv. VDI

1. All VDI equipment is in place. We've created a Windows 10/Office 2016 instance that is being used with Jennifer Orlando's class.
2. We met with one of Jennifer's class on 9/18 to help users connect through their devices.
3. Minimal usage so far, but we are seeing connections being made
4. With Hatsize going away, we are working with Jason to provide a Hatsize replacement with our current on premise VDI solution. Meeting with Faculty this week to clarify needs (Schanke, Ernst, Fox, Engle, and Hamilton, Tropasso). Working towards solutions being available before 10/1/2018. In the meantime, Jason has been setting up meetings with other vendors to research online opportunities.

v. SAN

1. With the new SAN hardware in place, conversion of servers from Hyper-V to VMWare continues.
2. All of Gettysburg, Lancaster, and York are completed. (32)
3. We've migrated 48 servers in Harrisburg and have about 50 more left to migrate.
4. Replication has been started between Lancaster and Harrisburg
5. File Share Split – while our home and group shares have been migrated to the new SAN, we need to split these groups into two separate LUNS. This will have minimal disruption to staff, but needs to be scheduled on a weekend or evening.

vi. Cybersecurity

1. Work continues for the October Cybersecurity campaign.
2. We've gotten several more volunteers this year to help Kevin

3. We will have three speakers, the weekly contests, weekly emails, and will be rolling out our new TechGuard education service during the last week.

vii. Other Items

1. Adjunct Email Distribution Lists – testing complete, will be moving on to automating Faculty list next.
6. Update on Executive Session (8/16/2018)
 - a. Bob and the directors will focus on this topic during their individual 1:1's.
 7. Systems Access Request Process –
 - a. Directors tasked with streamlining the SAR process.
 8. Amazon Web Services (B. Messner)
 - a. Signed Statement of Work with theSummitGroup. A kick off meeting will be scheduled for mid-October.
- ACTION ITEMS:**
Who will be assigned as our AWS specialists?
How does this service impact our existing staff and priorities?

9. [Web Content Owners](#) Update (C. Gavazzi)
Reviewed current owners and provided link to access and review the document.
10. Technology Investment Committee Update (C. Fuller)
No report – there are some members who have dropped off and will need to be replaced.
11. IT Framework (B. Messner)
 - a. What five things do we do well?
 - i. Strategic Planning,
 - ii. Change Management
 - iii. PC Management
 - iv. Asset Management
 - b. What five things don't we do well?
 - i. Knowledge management
 - ii. Requirements gathering
 - iii. Vendor management
 - iv. Change management
 - v. Data Quality
 - c. What does OIST do to help enhance data quality for the institution (RHM)
 - i. Business intelligence and reporting
 - ii. Leadership value and culture
 1. Leadership perspective, employee leadership development
 - iii. Human resources management (career ladders, coaching),



iv. Project management (not Project Management Office)

12. Budget (B. Messner)

- a. RHM gave an overview –
- b. Position planning, capital and operating budgets will become standing items on our agenda for the next several months.

13. CIO Updates – (B. Messner)

- a. Standard Operating Procedures and Checklists
 - i. This group will begin working on standardizing our procedures and creating checklists.
- b. Business Continuity Plan –
 - i. Once finalized, Bob will take to Cabinet to be ratified.
- c. Leadership Retreat –
 - i. This team will hold a working retreat in the near future.
 - 1. Targeted topics will be Process Management, Change Management.
 - 2. Each director was asked to submit potential topic for Bob’s review to Juanita by 9/28.

Next Meeting – October 25, TL209

Future Meetings Dates & Locations			
March 15	TL108B	August 16	TL209
April 19	TL209	September 20	TL209
May 17	TL108B	October 25	TL209
June 21	TL209	November 15	TL209
July 19	TL209		