Information Technology Management Council
Meeting Notes
June 6, 2019
Morley Room, Building 186 – A101

Present: Bill Britton, IT Services  Sean Hurley, College of Agriculture, Food & Environmental Science
Mary Pedersen, Academic Affairs  Doug Lomsdalen, IT Services
Cindy Villa, Administration & Finance  Camron Dennler, SC3
Keith Humphrey, Student Affairs  Alison Robinson, IT Services
Al Liddicoat, Academic Affairs  Brian Spolarich, IT Services
Dave Dobis, Data Management  Bret Heenan, IT Services
James Maraviglia, Chief Marketing Officer  Kathryn Hammer, IT Services
Anthony Palazzo, Facilities Planning

Absent: Kathleen Enz Finken, Academic Affairs
Matthew Ewing, University Development
Jodzi DeLeon, Diversity & Inclusion
Jim Dunning, Research & Economic Development

I. Review and Approve Meeting Notes
   Approved.

II. Workgroup Reports
   a. Administrative Solutions – Al Liddicoat: The workgroup reviewed projects estimated at 80 – 240 hours and helped prepare a survey to Faculty about classroom support. Survey results will provide data about how many Faculty and Lecturers encounter technical support issues, and what kind of support issues. Building and room numbers are requested in the survey to identify university-scheduled and college-scheduled spaces. Members also had an initial conversation about the proposal to change from DocuSign to Adobe Sign, and provided feedback about the format of the new Business Case template.

   Question about the Learning Management System (LMS) Initiative – How is the new LMS initiative being funded? ITS requested funding, and the Chancellor’s Office is working on a California State University (CSU) contract. More conversation about the LMS will continue at an upcoming Budget Meeting.

   b. Data Governance – Dave Dobis: Lynne Harrington, the new Director of Data Management, joined his office. Data Cookbook will be procured and used as the foundation for the data dictionary. Also, Policy 152 about data governance is being developed and vetted.

   c. Facilities Information Technology Review Board (FITRB) – Anthony Palazzo: The workgroup is working on providing a solution for student study space when the library is closed for renovation. Information security and individual security (working with the University Police Department) will be considered for these spaces, too. Separate, the CSU will provide funding for Telecomm & Data Infrastructure Modernization projects. The funding, estimated at $250 - $300M, will be distributed across all CSU campuses over several years. Projects from the 5-Year Capital Improvement Plan will be recommended for this funding, including:
i. Campus cloud gateway
ii. Campus-wide network
iii. Campus core outdoor wireless network
iv. Campus network security modernization

**d. Learning & Research Technology – Sean Hurley:** Members were primarily focused on the LMS initiative, of which Faculty are largely open to the change. Members also worked closely with the Admin Solutions Workgroup to prepare the survey to Faculty about classroom support. Survey results from a cloud research survey were reviewed, and the workgroup provided feedback to ITS about the new ITS Service Catalog. Coming up, members will discuss a strategy for decommissioning software.

**e. Information Security – Doug Lomsdalen:** Information Security will meet again in July. Members are working diligently on the IT self-assessment, server inventory, and work station surveys. They received an ~33% response rate to the work station surveys. A security vulnerability was reported by the National Security Agency (NSA) and staff are working to resolve issues. A new IT policy is being developed, as well as a review of the mass mail policy.

The Accessible Technology Initiative (ATI) is in progress and staff are conducting extensive research to prepare a plan for Cal Poly. Information sharing is happening among CSU’s, and templates are available for organizing the information. There is ongoing conversation about the costs associated with an ATI plan, and questions about how can the Chancellor’s Office offset costs.

**f. Student Campus Computing Committee (SC3) – Camron Dennler:** Members were primarily focused on the LMS and Unified Mobile Application initiatives. A survey was sent to students to gather their input about prioritizing which modules to include in the new mobile application. About 1100 responses were received so far with a mobile LMS ranked as the top priority.

**III. Business Case Template**

Members reviewed the proposed business case template and agreed that the form can be used for new business cases. Backup information is needed about how the estimated hours were determined, i.e. who was consulted.

**IV. DocuSign / Adobe Sign Plan**

Bill Britton shared the background of the initiative. DocuSign was licensed through Internet2. Internet2 changed their business model which resulted in the cost for DocuSign to increase significantly. Cal Poly’s license with DocuSign expires in October 2019 and the license with Internet2 expires in December 2019.

Question – Are there other options in addition to Adobe Sign? The Chancellor’s Office (CO) looked at Adobe Sign and DocuSign, and the new contract would be owned by the CO. The pricing for Adobe Sign is for a three-year contract (~$11,000).

Question about the credibility of signatures in Adobe Sign. Processes are established in the Departments for identifying when an original signature is needed on a document and when a digital signature is acceptable.

Admin & Finance has a significant investment in DocuSign with many processes and documents relying on the software, and requested that the license with DocuSign be extended to December 2019 to allow more time for a transition.

The scope of the project is clarified: ITS’ scope is to set up the environment. Business units will lead conversion of their documents.
V. Project Updates
The list of completed projects is available online. ITS is completing projects at a steady pace.

VI. Project Prioritization
1. Updates:
   a. Unified Mobile Application (INIT 615): Procurements are complete and the technical kick off meetings are scheduled with Appsfian and Modo (vendors). The project team is focused on establishing the framework, setting up SSO, and decommissioning the current application.

   b. AWS Workspaces and Application Virtualization (INIT 533): This project for the library will kick off in July. Work will focus on which applications need a workspace and which can be served through AppStream. While partnering with the library, this initiative focuses on providing a replacement for the labs that will be closed when the library is closed for the remodel. The intention is for the solution that’s provided for the labs in the library can also be applied to other spaces on campus. Several colleges eagerly expressed interest in the new approach.

   Question – Can the labs be repurposed as classrooms? This is an opportunity for campus to evaluate how the spaces can be used.

   Question – Do we know how many students will have their own device? Devices will be available for check out from the Service Desk or through other resources at the Library.

   c. HR Demographic Dashboard (INIT 239): This is a new opportunity for Human Resources (HR) and ITS to work together. Subject Matter Experts in HR will complete some of the work.

   d. MCA Infrastructure Improvements (INIT 164): Funding is approved to hire consultants to work on the project. Procurement is in process.

   e. LMS – Canvas Update: This was discussed during Workgroup updates.

2. Prioritize Projects Over 240 Hours:
   a. Institutional Research Dashboard (INIT 568): ITMC requests more information about this request. Also, there is not a pressing need from Institutional Research for this project.

   b. UPD – Emergency Notification System Phase III (INIT 506): ITMC requests more information and clarification if this is related to another request.

VII. Campus Demand
Identified a Lead for each item except for “Replace PolyCard.” As business cases are prepared for these items, Departments need to be forward-thinking with budget requests for technology, and forward-thinking about resource commitments.

1. Advanced Workflow: Lead – Cindy Villa. This project entails the integration of applications and process automation.


3. Enrollment Modelling Reporting/Software Suite: Lead – Mary Pedersen and Jim Maraviglia. This project will receive data from returning students and integrate with MCA.

4. Replace PolyCard: Need a lead. This project will provide a multi-functional id card, i.e. building access and id.

5. Campus Printer Program (PaperCut): Lead – Cindy Villa. This project involves bringing a unified printing solution across campus.
6. PCI Replacement: Lead – Bill Britton. A workgroup is organized and includes Bill, Doug Lomsdalen, Bret Holman, and Dan Di Paola. They are looking at how to organize the PCI for campus (centralize vs. decentralize) and researching best practices. The current PCI network is out of date and presents a high-risk situation. Devices that run the current network will reach end-of-life in January 2020. The current process is not enforceable and organizations on campus can establish individual PCI networks. Cal Poly carries all of the risk associated with the PCI, i.e. vending machines, book store, dining, student clubs, university development, etc. There will be a financial component to replacing the PCI. In the absence of other leadership for the PCI, ITS is taking the lead and preparing an initial policy. The workgroup learned that some universities outsource the PCI.

7. Campus Rewiring: Lead – Alison Robinson. This is a key component to modernizing technology on campus.

8. LMS/PolyLearn/Moodle Replacement: Lead – Mary Pedersen. Contract negotiation and procurement are in progress.

9. CHRS: Lead – Al Liddicoat. Al reported that he has been working with the CO on a plan for the 23 CSU campuses, and that PageUp has been implemented for recruitment.

**Action Items:**

- Bret Heenan: Provide backup and validate the estimated hours in the business case for the DocuSign / Adobe Sign conversion
- Bret Heenan: Contact other CSU campuses that have started the move to Adobe Sign to get information about their lessons learned (i.e. CSU Fullerton)
- Cindy Villa: Request that the current contract with DocuSign be extended to December 2019
- Bret Heenan: Prepare a business case for UPD – Emergency Notification System Phase III (INIT 506)
- Al Liddicoat: Determine if the CHRS project will impact the HR demographic dashboard project
- Cindy Villa: Follow up with Cody VanDorn about the Campus Printer Program
- Mary Pedersen and Jim Maraviglia: Prepare a business case for the Enrollment Modeling project
- Need a Lead for the “Replace PolyCard” project