

## Notes

3:00 to 4:00

08/27/2013

CSE 507

**Members Attending:** Cromer, Frey, Kirmse (Chair), Lander, Robinson, Sallot

**Others Attending:** R. Adams, C. Benjamin, E. Boomer, Burdette, P. Cook, W. Curry, L. Deal, T. Haynes, Huelsman, Luetjen, D. Miller W. Wilson

### 1. Chair's Notes – from July 23, 2013

All

No Changes

### 2. ITSM Initiative Update

Rob Adams

- See 69248-SIAC 8-27-13 v3 (for projecting).ppt for details
- An invitation will be forthcoming for a UF-wide Lync session for info & Q&A, to be held Oct 10 @ 2:30
- Jim Freymann is chair of Product Evaluation team with Ayola Singh-Kreitz as backup

### 3. Remedy Remediation

Patricia Cook

- This was folded into #2 (ITSM Initiative Update) presentation (above), and is included in that slide-deck
- Focusing on Performance improvement, Stability improvement, restoration of Reporting capabilities.

### 4. SkyDrivePro for Faculty & Office365 Email

Barb Sedesse

- Components: Email, Calendaring, online messaging, Skydrive pro
- Security has cleared everything except SkyDrive Pro except for PHI
- Email, calendaring & messaging should be rolled out in pilot in about a month
- Skydrive; will need to develop a self-assertion “I Don’t come into contact with PHI”
  - If this doesn’t meet faculty/staff need for storage, they’ll continue to look at other solutions
- Pilot Groups: Groups of 20-25 each in colleges of MD, BA, EG; also Student Government; to commence within a month.
- Then OSG implementation team will have to finalize an opt-in migration portal; ready in about 6 weeks
- MS will come in to train UF Computing Help Desk & OSG

**5. PrintSmart Overview**

**Lisa Deal**

- UF has had copier contract for long time; but that contract recently expired. Since everyone's buying MFPs (multi-function printers), UF Purchasing decided it made sense to work up a general contract for all printer-type devices.
- Examples of exceptions: Student print labs; Large format plotters; "Special" printers; "Faculty Printers" are purely out-of-scope
- You're not required to use the Xerox 'future state' optimization plan, but if you purchase a printer/scanner/copier (that is 'within scope' – i.e., not an 'exception,' -- you do have to buy off their contract.
- Deal invites committee members and other interested parties to communicate directly with her, regarding any questions or concerns <lsd@ufl.edu>.
- **5. A. PrintSmart - Student Degree Audit (SASS system) reports**     **Kirmse/Warren Curry**
  - Problems have been noted in printing output from Mainframe applications (especially SASS audits) to the Xerox printers
  - Looking at making these reports available as electronic files which can be 'laundered' through a PC for printing
  - Xerox is also working on adding features to the printers to they play well with mainframes
  - In any case, this need will be addressed

**5. B. PrintSmart - Wireless printers and Xerox Scanning**

**Eric Boomer**

- Network Scanning of existing printers (device discovery & network management);
  - Network Services will create a special VLAN per building for the purpose of allowing Xerox to use their XDM network protocol to collect data
- Printing TO wireless printers;
  - The PrintSmart program doesn't currently support wireless printers
  - Net-Services is getting some printers for their technical lab, to work out the procedures
  - Will have a dedicated SSID, which will work much like a wired VLAN
- Also printing FROM wireless devices
  - Difficult to implement on an enterprise network
  - Xerox has an XDM-print feature, which prints through Exchange; email a document to special address; get back a PIN; walk up to a printer, punch in your PIN, and get your doc. Need to test.

**6. Direct Access Pilot**

**Dan Cromer, et al.**

*Note from Cromer: IAAC report should be standing item on this agenda*

- IFAS has about 7 machines in a Direct Access pilot

# IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



- CISO (Rob Adams) has asked that they freeze participation until OISC completes a remote-access policy and standards document
- Cromer working with Avi Baumstein (OISC) on requirements for Remote Access Policy/Standard
  - HIPPA requires that we have such a policy
- The Policy & Standards documents are “working their way through the process”
- If you have input, send to Avi
- Adams considers this to be closely related to the End-Point-Protection (EPP) project. there is a EPP Project page, and anyone in IT at UF has access to it, and can download and install any of the ‘short-list’ of solutions, test it, and provide feedback to the project.
- Major discussion about sense that OISC has shut down the SIAC’s approved, in-progress DA project, while they write a remote-access policy. Huelsman (OISC) to be added to the SIAC email list, so that he can attend regularly, to be aware of, and provide input to the SIAC on, any SIAC initiatives which need to be vetted by OISC prior to moving forward.
- Cromer to resend his requirements document regarding Remote Access, and especially Direct Access, to CISO Adams

## 7. Other Topics?

All

8. **Next Meeting** – the 4<sup>th</sup> Tuesday from 3:00pm to 4:00pm – Sept 24 at CSE 507

## Additional Information:

- UF IT Governance Home: <http://www.it.ufl.edu/governance/>
- Shared Infrastructure Advisory Committee (SIAC) website: <https://connect.ufl.edu/it/SIAC/>



# IT Service Management

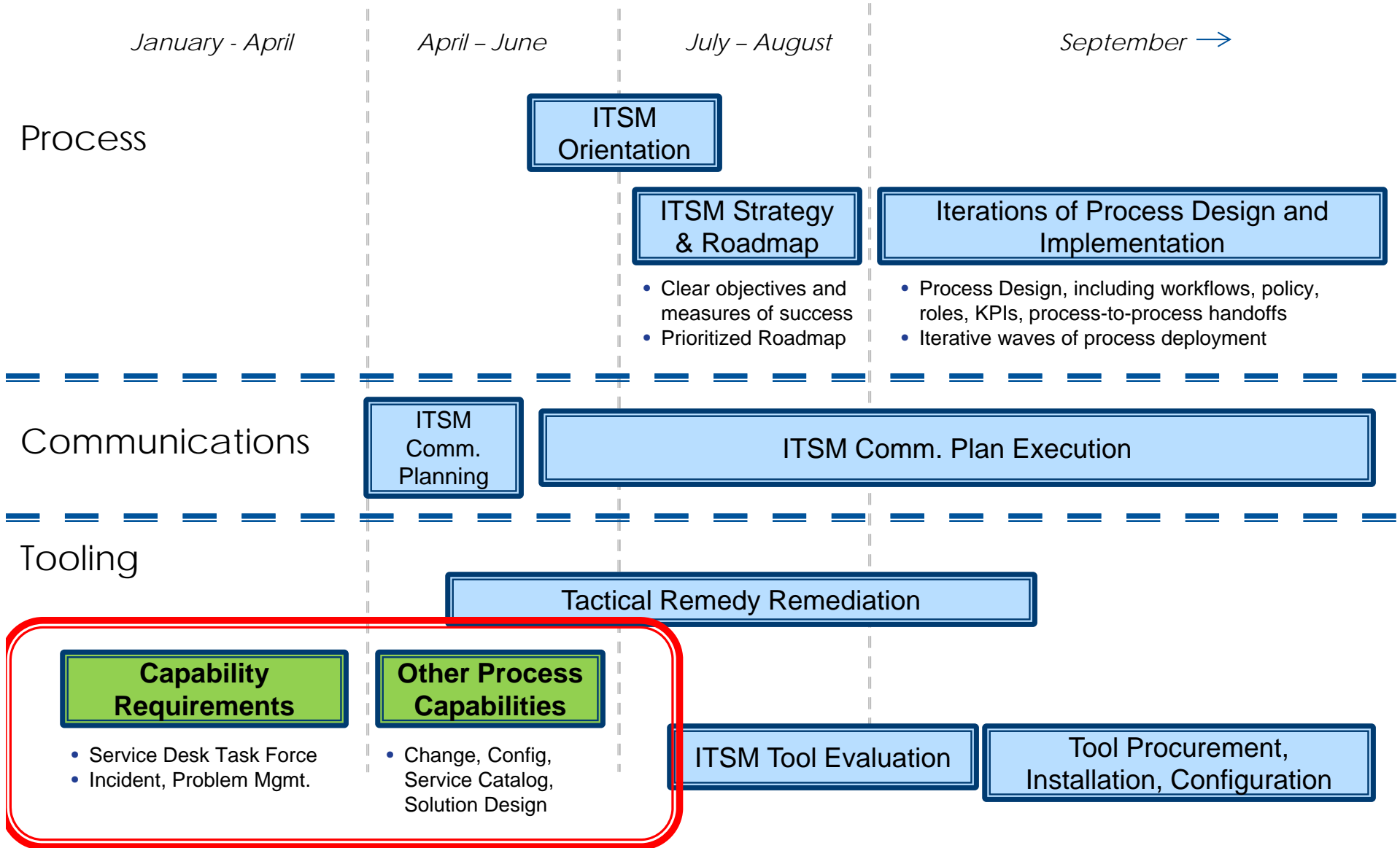
Shared Infrastructure Advisory Committee Meeting

27 August 2013

# Agenda

- ▶ Update on Current Activities
  - Process Requirements
  - Tool Evaluation
  - Remedy Remediation
  - Communications
  - ITSM Strategy and Roadmap

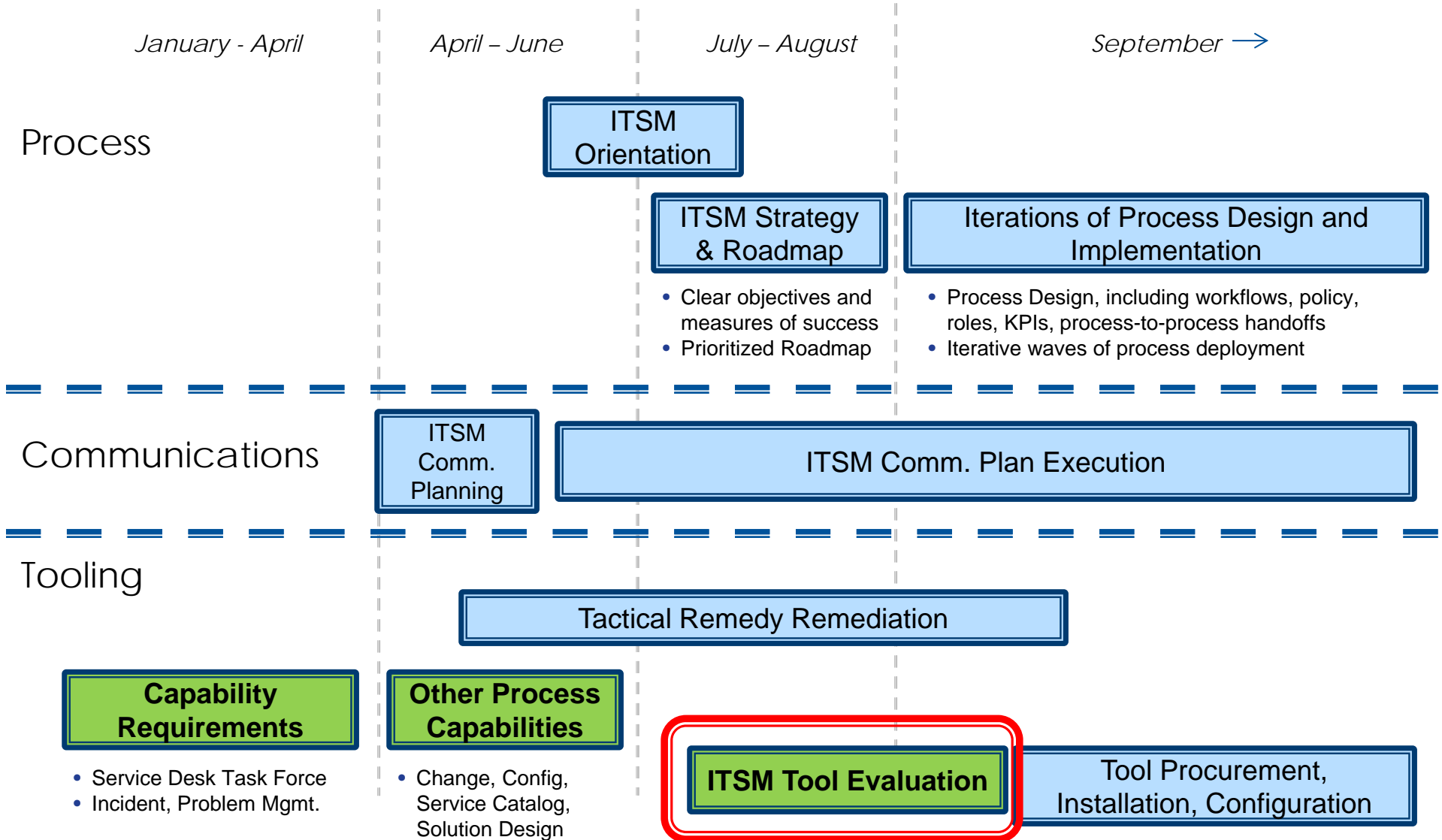
# ITSM Activities



# Process Requirements Update

- ▶ **Work Group Chairs:** Ayola Singh-Kreitz, Shane Massey, Jim Freymann, Chris Easley, Barb Sedesse
  
- ▶ **Completed Activities:**
  - Completed process capabilities and requirements gathering
  - Completed cross-group review and finalization
  - Rationalized requirements with Shared Services initiative
  
- ▶ **Upcoming Activities:**
  - Work Group Chairs providing input to estimated process activity volumes and user counts to understand sizing requirements

# ITSM Activities

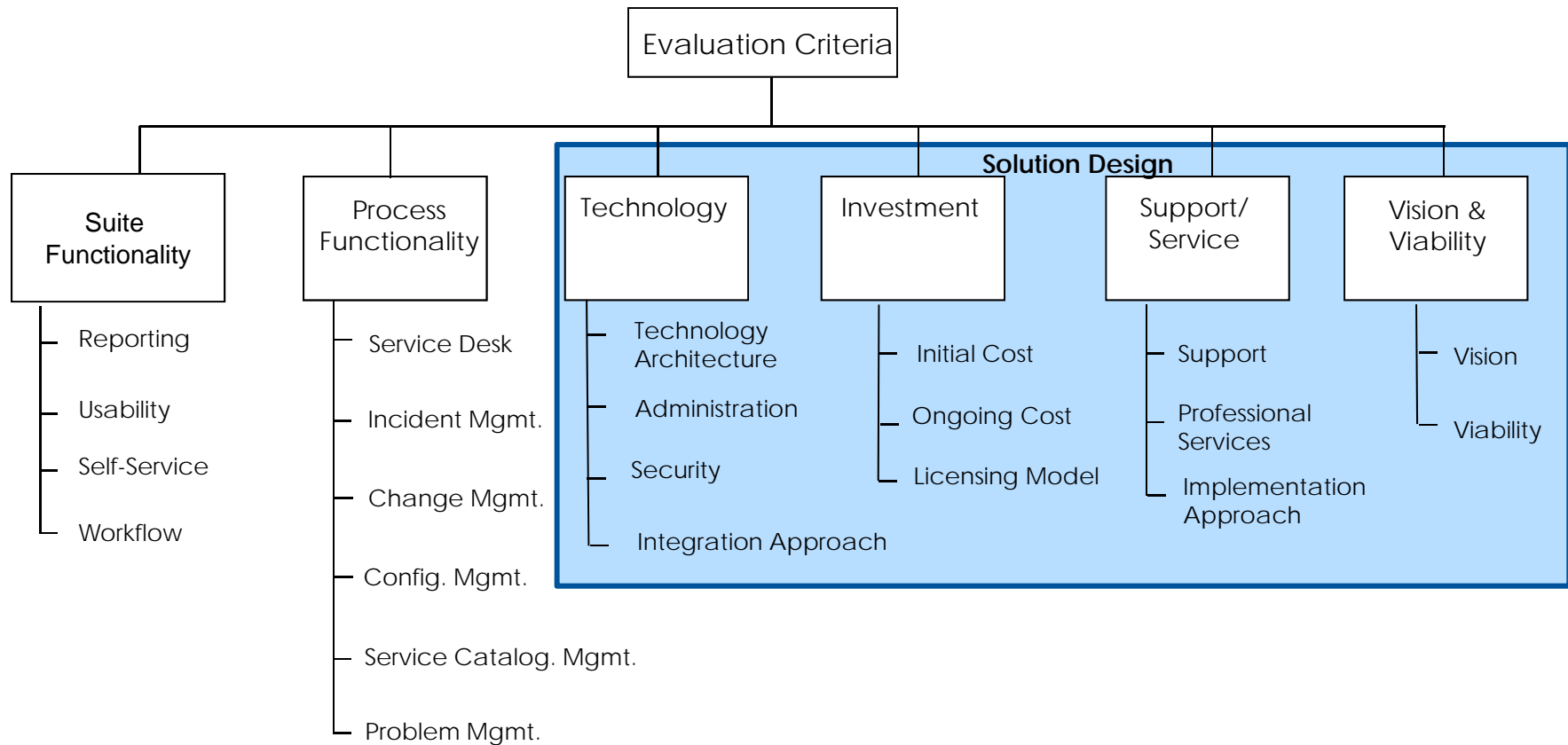




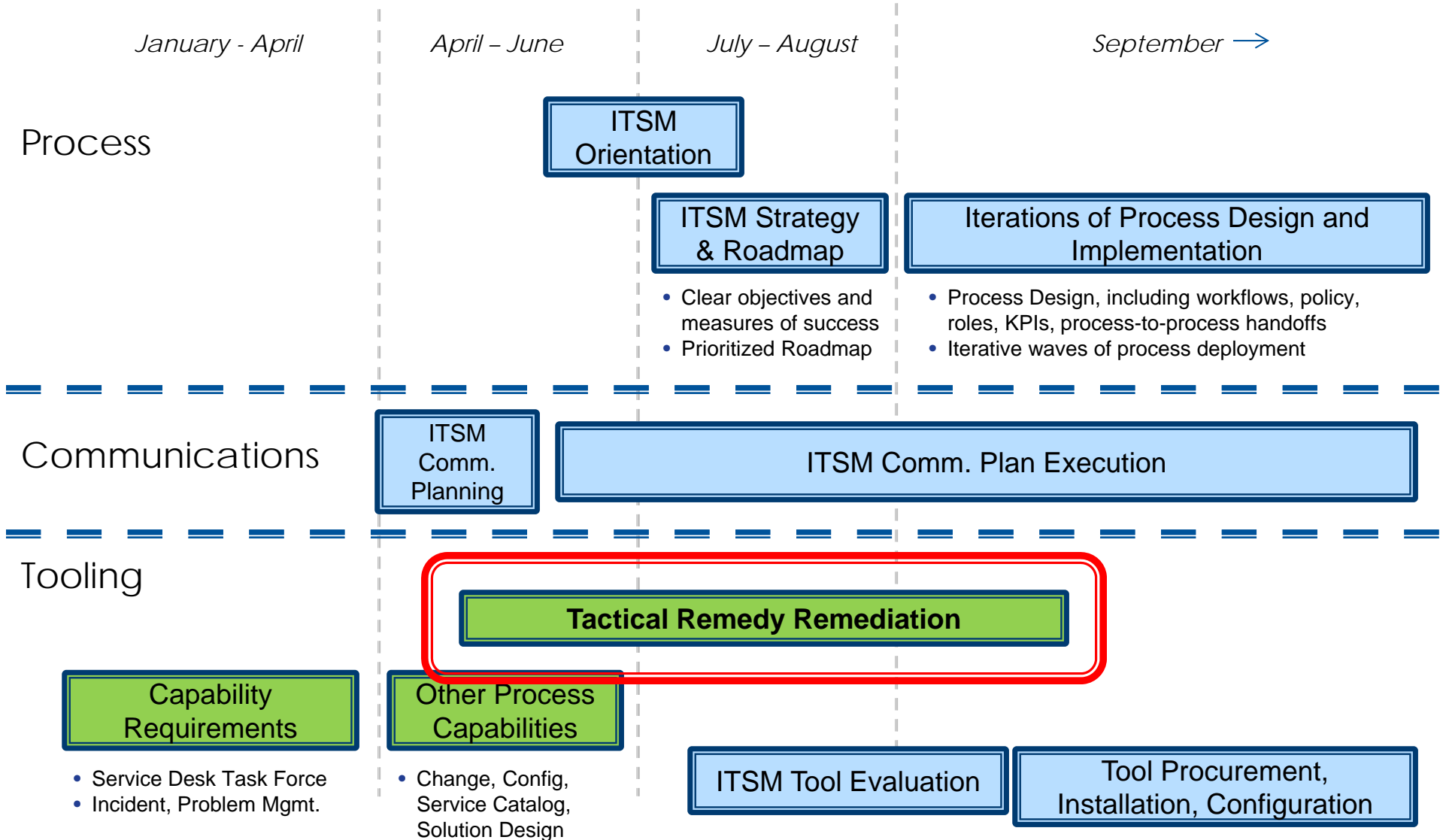
# Tool Evaluation Update

- ▶ **Evaluation Team Members:** Ayola Singh-Kreitz, Shane Massey, Jim Freymann, Chris Easley, Barb Sedesse, Christina Neipert, Jessica Darby, Elizabeth Amdur
  
- ▶ **Completed Activities:**
  - Evaluation team and chair selected by Steering Committee
  - Reviewed tool evaluation model and weighting
  - Vendor package review
  
- ▶ **Upcoming Activities:**
  - Finalize tool evaluation model and weighting
  - Develop vendor demonstration Scripts
  - Vendor research
  - Finalize vendor package
  - Review and assess vendor responses

# ITSM Tool Evaluation Structure



# ITSM Activities



# Remedy Remediation Update

- ▶ **Remedy Remediation Project Manager:** Tricia Cook
- ▶ **Remedy Remediation Lead:** Chris Easley
- ▶ **Remedy Remediation Project Goals:**
  - Address performance issues
  - Stabilize the system
  - Fix reporting functionality
- ▶ **Completed Activities:**
  - Functional and technical workshops completed
  - Reporting workshop completed
- ▶ **Next Steps:**
  - Functional requirements documents due to UF by the end of August
  - Development and data integrations
  - Remedy remediation communications session – September 10th

# Remedy Remediation Activities

July

## Project Kickoff

- Project Goals Identified
- Confirm Deliverables for Requirements Analysis

August

## Requirements & Workshops

- Functional, Technical, Data Reviews
- Functional Requirement Document deliverable

## Application Configuration Data Mapping

- Integrations
- Data Loads
- Migrations

September

## UF Training

- Project Team
- Remedy Partners
- Column IT

## Application Customizations

- Reporting
- Templates
- Email/Spam Filtering

October

## UF Testing

- Project Team
- Remedy Partners
- Column IT

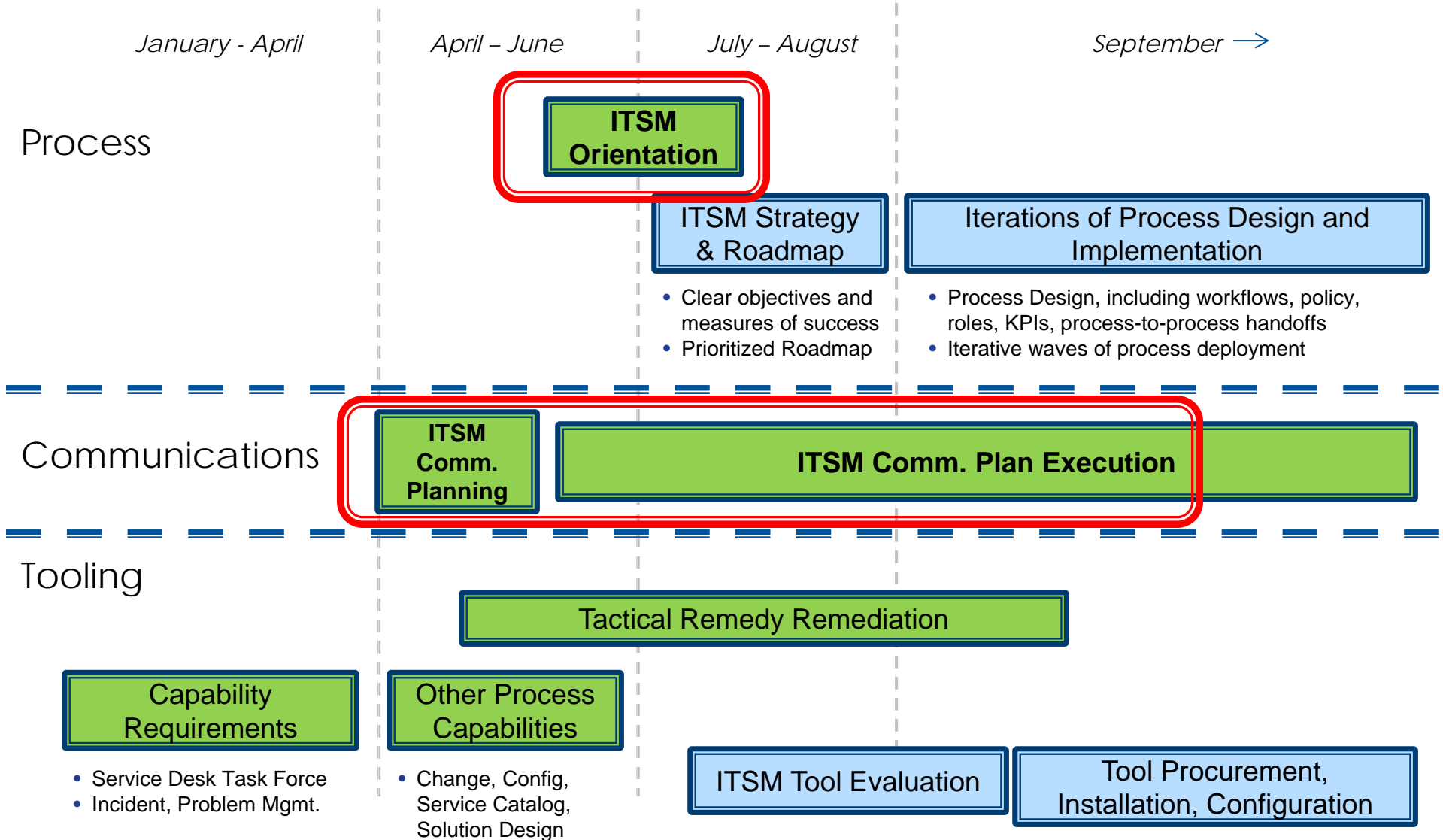
## Implementation & Own/Operate

- Cutover weekend ~11/1
- CNS Supports application

## Documentation/ Knowledge Transfer

- Installation/Config docs provided from Column
- CNS - Standard Operating Procedures

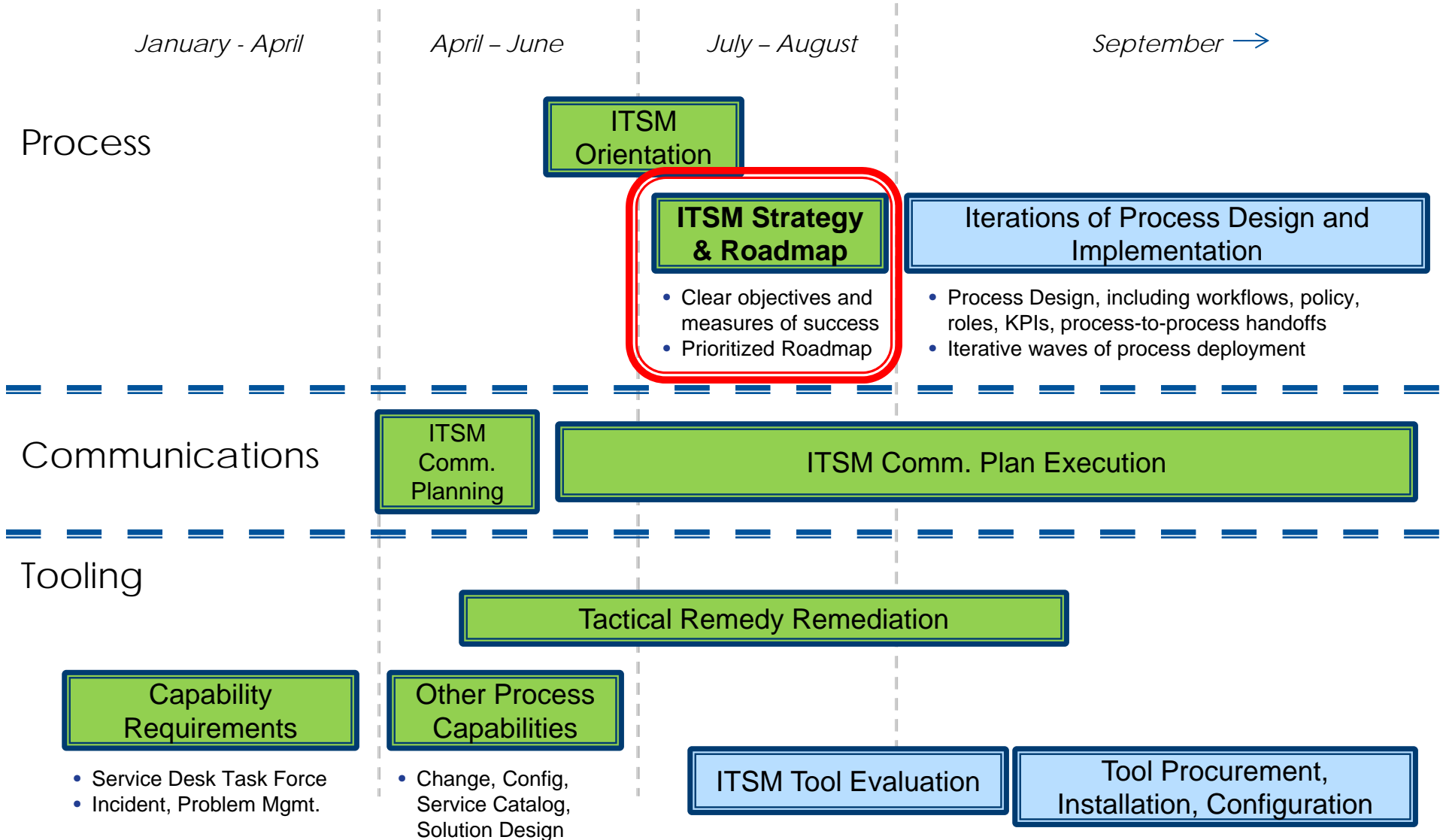
# ITSM Activities



# Communications Work Group Update

- ▶ **Work Group Chairs:** Jodi Gentry
  
- ▶ **Completed Activities:**
  - ITSM initiative website, branding and FAQs launched
  - ITSM 101 Orientation Session Completed
  - Communication timeline for workgroup chairs
  
- ▶ **Upcoming Activities:**
  - Follow-up communication planned for September, with focus on “What ITSM means to different IT roles”
  - Launch of ongoing Work Group Chair communication updates targeted for early September

# ITSM Activities



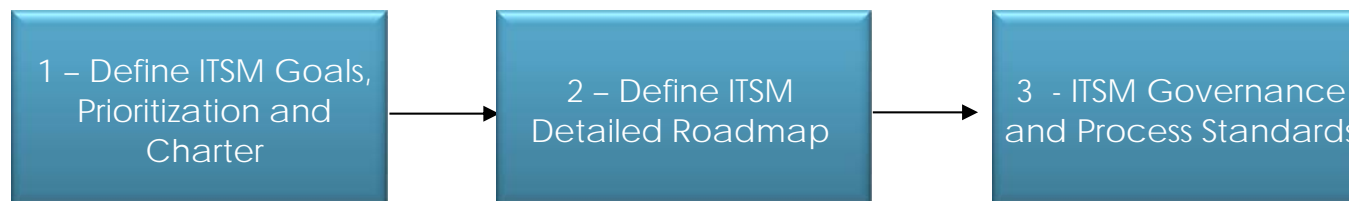


# ITSM Strategy and Roadmap

## ▶ ITSM Strategy and Roadmap:

- Detailed roadmap
- Designation of process owners
- Transition planning

## ▶ Upcoming Activities in August / September:



- Document ITSM program charter to clarify goals, success criteria, scope, roles, risks

- Complete ITSM roadmap to show timing, sequencing and deliverables from different process efforts

- Complete ITSM governance structure and establish process template

# Questions?