

Notes

3:00 to 4:00

01/24/2011

CSE 507

Members Present: Cromer, Fitzpatrick (Chair), Frey, Kirmse, Lander, Matusz, Olson
Others Attending: Bevis, Blakeslee, Burdette, Curry, DuBois, Madey, McAllister, Moffat, Sedesse

1. Chairman's Notes – from November 22, 2011

All

No corrections/comments.

Beginning this month, Tim will try to get notes out more quickly, so that the notes will be available to the public shortly after the meeting. If you spot a need for a correction, please send your info to Tim and he will post a revised version.

2. IT Service Catalog – Web Demo

Barb Sedesse

- Focus on services – not organizational structure
- Approach was – **who** is the customer, and **what** do they need to know
- Phase 1 – **Menu** of Services – consumer info – how to order a service – and price (if any)
- Phase 2 – **Cost** of Services – investor info – what U gets, for what U pays (value proposition)
- Workgroup developed a template to promote standardization of entries – format and content
- 3-4 weeks away from going public – probably Feb 20
- 180 Services total – 150 public – 30 internal
- <http://test.it.ufl.edu/services>

Lander suggests a ‘recent changes’ feature. Sedesse will look into it.

Cromer suggests restricting access (to at least some items) due to security concerns. Lander suggests that this catalog should contain only public-safe info. Any sensitive info should be secured somewhere behind the “for more information” link.

Kirmse suggests going through it with ‘fresh eyes,’ from the perspective of end-users. What sort of titles/key-words would be meaningful/useful to them? Consider grouping related services by function, such as – “Services you need to establish a web-site.”

Also rename some individual items with more descriptive info, so that they make better sense in the A-Z listing. Names that make sense in the context of a category become ambiguous or obscure in the straight A-Z list.

Clarify scope of the “Search” function. Perhaps have a select-dropdown (“This Site,” “UF IT,” “All UF”).

“Faculty and Staff Services” is way too general. Need something more detailed or explanatory.

Cromer suggests links to various Unit services pages (IFAS IT, CLAS IT, etc.). Lander responds it would be better to include all the services in same catalog/application, and just show the ones appropriate to the user.

Frey suggests having a way to look at the data by providing unit – it can be helpful to understand organizational issues. Tim responds that might be yet another way to categorize and index all these services.

Curry suggests the Shib database might be useful input, because it also contains info about services.

Matusz: How will costing appear? Tim: Need to distinguish between Cost and Price. Price (if any) does belong here. Costs will be on a separate site and therefore won't appear here.

Launch target Mid-Feb.

E-mail further suggestions to sedesse@ufl.edu

3. Mainframe Disaster Recovery – Project proposal

John Bevis

A confluence of events finally make this possible: ECDC, purchase of a new mainframe (and subsequent availability of old storage), and IBM's new offering for a 'Capacity Back-Up' (CBU) platform & pricing.

Cromer: Do we have a reasonable expectation re how long the mainframe will be required? If 3 years+ then the \$200K is probably well spent. Blakeslee observes from Enterprise Systems perspective, moving the Student Records System from mainframe to PeopleSoft would take at least 3 years. And that project has not yet started.

Tim talked about the Project Proposal/Charter template that was used as the basis for this proposal, and solicited feedback. All committee members agreed that this is a good format.

4. Membership Rotation – Policy/Procedures

Tim

- Members
 - MAY 2012: Many current members will stay on this committee, but some will 'roll off.' Please let Tim know if you'd like to stay on for a year past May.
 - Student and Faculty representatives have had conflicts and will need to be replaced. Also, Al Amirin from the Academic Health Center has been unable to attend regularly.
 - Recall that new members and chairs are appointed by the CIO.
- Chair/Vice-Chair
 - Need to appoint a VC by May, so that the following May, the VC will become chair.
 - Please let Tim know if you're interested in serving as the next SIAC chair.

5. Work In Progress – Quick Updates

- File Express ('drop box') Shawn/Iain
 - Apps development proceeding. Need capability to upload bigger files. Target 5GB.
 - Tim: Let's wrap it up, and roll it out. Then fine tune based on user feedback.

- Fax Server (currently in 'pilot') John/Chris
 - Outbound is pretty easy; inbound much more complex.
 - Still working with IFAS & CLAS in pilot/beta.
 - Migrating VoIP fax lines will be easy; analog fax harder.
 - Target Date – March 1.

6. Next Meeting – Due to Tim's planned absence, the committee agreed to skip the February 28 meeting. The next scheduled meeting will be March 27th (4th Tuesday); 3:00PM; 507 CSE.

Additional Information:

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