00:00:00.000 --> 00:00:03.320  
Ford, Daryl  
Guys join us for this last day of the month.

00:00:06.310 --> 00:00:09.050  
Ford, Daryl  
People will continue to kind of come in as we.

00:00:09.090 --> 00:00:09.320  
Ford, Daryl  
From

00:00:09.930 --> 00:00:16.520  
Ford, Daryl  
there we go along here while I would, I would do a couple couple of housekeeping notes. One is that the meeting is being recorded.

00:00:17.790 --> 00:00:18.820  
Ford, Daryl  
And then transcripted.

00:00:20.050 --> 00:00:22.020  
Ford, Daryl  
So we we, this will become the photo later.

00:00:23.000 --> 00:00:33.350  
Ford, Daryl  
Because of time constraints, please put your questions in the chat so that we can. We can get to them at the end. So 'cause if we try to answer every question as we go along, we want to be.

00:00:30.760 --> 00:00:31.290  
Ramella, Allan  
And why?

00:00:34.020 --> 00:00:36.130  
Ford, Daryl  
Will be here much longer than the hour so.

00:00:36.910 --> 00:00:45.290  
Ford, Daryl  
So I I I asked if you do that now and if you could mute your microphone's to minimize background noise would be fantastic because we don't have a bunch of noise in the background.

00:00:46.280 --> 00:00:52.360  
Ford, Daryl  
Right, so I'm welcome. Initial reactions were going to go through IT strategic planning area updates.

00:00:53.600 --> 00:00:59.060  
Ford, Daryl  
This is going to feature select initiatives that we've we've chosen to highlight that I mean this presentation.

00:01:00.570 --> 00:01:07.470  
Ford, Daryl  
I'm gonna talk about building synergy with the university choosing action plan now there's been released and then next steps.

00:01:11.930 --> 00:01:12.880  
Ford, Daryl  
Right, so welcome.

00:01:17.120 --> 00:01:21.870  
Ford, Daryl  
To the 20th meeting with Technology Council now a lot of you like wow.

00:01:23.040 --> 00:01:27.910  
Ford, Daryl  
I know we had twenty meeting, but we had it when I went back and looked at my calendar. We've had 20 meetings since.

00:01:29.030 --> 00:01:41.970  
Ford, Daryl  
Since this tablissement of the Councilman 2015 now some people have come and go come and gone through in their time, but we we've been meaning for quite awhile. I think we've had a lot of good works come out of this Council over the years.

00:01:43.820 --> 00:01:46.800  
Ford, Daryl  
The year I started 2015 in February 2015.

00:01:48.220 --> 00:01:50.680  
Ford, Daryl  
I wanted to highlight the new members of the Council.

00:01:51.230 --> 00:01:56.990  
Ford, Daryl  
Uh, particularly those that are new to the university, Stephanie come come baby.

00:01:57.760 --> 00:02:02.130  
Ford, Daryl  
I'm sorry for messing up, your name is Chief Diversity Officer is he? Is he on the line?

00:02:05.760 --> 00:02:09.120  
Ford, Daryl  
So hopefully she'll be joining us soon. Stephanie hijazi.

00:02:10.250 --> 00:02:16.910  
Ford, Daryl  
The instructing instructional designer and ID and Robert Griffin. Maybe they secretly so welcome.

00:02:17.920 --> 00:02:20.230  
Ford, Daryl  
After those that are new to the university.

00:02:21.280 --> 00:02:34.740  
Ford, Daryl  
So they will be presenting today is going to be Brian Kacmarsky directed integrated services Karen. He threw the record support services. However Mello, it may security officer Jim Dale about idirect are and myself. There are forward as Chief Information Officer.

00:02:40.710 --> 00:02:45.800  
Ford, Daryl  
The first IT shirt egyek planning area updates the I sent out the.

00:02:47.050 --> 00:02:56.990  
Ford, Daryl  
With the heartbeat IT plan is on the RWU website. I sent out an update to that plan. That plan with the rise in 2019, I sent out an update to that plan.

00:02:57.600 --> 00:02:58.120  
Ford, Daryl  
Uhm?

00:02:59.390 --> 00:03:10.460  
Ford, Daryl  
With this meeting with the meeting invite, so you so that has all the details, I can say we're gonna be highlighting certain areas here. I don't have my other airports go through certain areas that gives you more information on that.

00:03:12.810 --> 00:03:16.410  
Ford, Daryl  
But we have a very one which creative services with Brian Kacmarsky.

00:03:17.790 --> 00:03:33.960  
Kacmarsky, Brian  
Good afternoon everybody. I have a lot to cover so I'm gonna go real quick. If anyone has any questions feel free to reach out to me after I'm happy to to go into it further, but number one on our list was increased cross platform integration. We've worked with a number of offices on campus to either.

00:03:34.540 --> 00:04:04.140  
Kacmarsky, Brian  
Revamp routines we have it out there to automate processes or to create new ones, so some examples of that. We enhanced the payroll integrations with ADP. We've created some Slate CRM integrations with colleague in the CRM and we are currently in the midst of working with finance, HR and payroll to create an automated stipend process to do a mass import of sniping's to assign them to the right girls and and run payable fund and all that so.

00:04:04.990 --> 00:04:14.800  
Kacmarsky, Brian  
So that implementation of illusion ethos, that is, the language that our ERP vendor has to promote communication between third party vendors.

00:04:15.300 --> 00:04:34.350  
Kacmarsky, Brian  
A problem is a lot of third party vendors have not jumped on board on it yet, so we're currently using it for colleague in Elevate, which are two illusion products and we are slated to start discovery of using it without are on deck, which is the housing application, and in the first quarter of 22.

00:04:35.500 --> 00:04:39.580  
Kacmarsky, Brian  
The second point I user experience mobile subservicing accessibility.

00:04:40.030 --> 00:05:09.900  
Kacmarsky, Brian  
Uhm, all the tasks and in the strategic plan have been been done, but it's going to be an ongoing process to make sure that we're staying current with olution updates for our self service site, Roger Central and rolling out any enhancements that are are released as well as well as making sure that all the applications that we look at going forward still have that mobile first strategy. Our goal is to have self service task being able to be performed at any time from.

00:05:10.190 --> 00:05:14.970  
Kacmarsky, Brian  
Location using any device, so that's what we're going to try to keep. Keep moving forward with.

00:05:15.780 --> 00:05:46.780  
Kacmarsky, Brian  
#3 conduct trainings. We continue to answer all our helpdesk calls as well as do some training for new users. One of the things I noticed in the the new art abuser tegic action plan in the thriving community section was the know about HRS scheduled to launch a brand new onboarding process in 2022. So I want to reach out to them and see if IT and in my area in particular could could be a part of that to kind of do some basic overview training of the RP.

00:05:47.050 --> 00:05:49.550  
Kacmarsky, Brian  
And send the third party applications that go along with it.

00:05:50.690 --> 00:06:05.550  
Kacmarsky, Brian  
We're continuing to build upon our business intelligence tools to create new reports and analytics. We we work with our system engineers here in IT and create as many new reports as we can. New file suites with the.

00:06:06.180 --> 00:06:10.450  
Kacmarsky, Brian  
Yeah, the goal to to help drive important business decisions.

00:06:12.150 --> 00:06:12.990  
Kacmarsky, Brian  
Next slide here.

00:06:16.280 --> 00:06:40.110  
Kacmarsky, Brian  
They prove infrastructure, so this is another ongoing one. We we have a time of third party applications here on campus and we we went through and reviewed all of the interfaces with them to make sure that they're running properly, running efficiently and that is still the case at this point, but it is something we're going to have to keep that going back and looking to see if any ERP updates have impact any of that.

00:06:41.010 --> 00:07:11.770  
Kacmarsky, Brian  
One of the things that would would greatly help us, as if we're able to consolidate some of the applications we have on campus, we have a number of applications that campus some that do virtually the same thing. A great example that was our admission CRM application to be had multiple ones running for undergrad, grad, University College and law school. We were able to get undergrad grad and you see now all in this late platform, law schools, a little unique and they need to stay on the platform that are on. But there's a way to.

00:07:11.830 --> 00:07:29.640  
Kacmarsky, Brian  
To streamline the import process and make sure the data is coming over and properly, as well as being able to totally support the one application will continue to review all the applications we have and as new apps come online and try to see if we have something in place already that we could suggest being used instead of purchasing something new.

00:07:30.980 --> 00:08:01.060  
Kacmarsky, Brian  
Digital process improvement. This is one that really came to light in the the remote work and pandemic experience. We adopted the Etrieve SOFTDOCS products a few years ago or close to four or five years ago now and it really proved his worth during this time. We had 15 forms in use with some number others in development and a list of about 20 new requests that we were trying to process and prioritize, but it was key during the remote work period. As I said, business operations were able to continue.

00:08:01.130 --> 00:08:31.070  
Kacmarsky, Brian  
These folks were able to access and produce online stipends, pay vendors. We created a brand new COVID case tracking system or health services in the university to be able to send communications to to focus on campus when positive cases existed and and to manage that a little more efficiently. And this also supports the the new RTQ strategic plan. This sustainable futures topic talks about trying to be sustainable and this obviously.

00:08:31.280 --> 00:08:37.380  
Kacmarsky, Brian  
Decreases paper on campus so it's a product. I think that will continue to to to build here on campus.

00:08:38.500 --> 00:09:07.700  
Kacmarsky, Brian  
Uh #6 sass. So to move our our ERP basically to the cloud. This was an option that was brought to us by our vendor a few years ago. At that time you had to be pure vanilla client, so no customizations that would never work for us. We've been a client for 25 plus years and you'll see on my next slide I have a ton of ton of we have kind of customizations here, but they have since now offered a hosted solution, so we need to see if it makes sense to move to the cloud, what their benefits.

00:09:08.000 --> 00:09:13.690  
Kacmarsky, Brian  
Cons are how that would impact some of the other applications here on campus, including our our data warehouse.

00:09:14.140 --> 00:09:26.990  
Kacmarsky, Brian  
Uhm, anticipate those talks starting up soon, or European contracts currently in place until June of 23, so we probably would see a change if we go that that that direction after that time.

00:09:28.760 --> 00:09:41.240  
Kacmarsky, Brian  
Like no, they finally promote campus efficiency and effectiveness. This has done a little bit with the Softdocs product. As I said, we have a ton of customizations here on campus over 1600 over the 25 years.

00:09:41.650 --> 00:09:46.470  
Kacmarsky, Brian  
A man and a lot of those were created if the ERP didn't have that functionality.

00:09:46.970 --> 00:10:16.810  
Kacmarsky, Brian  
Uh, originally but overtime as ERP evolved some of that functionality now exists, but this is a very time consuming process as it not only relies resources, we need to sit down with the department, so we need to say, OK, here's the Roger Williams version. Here's what illusion is providing, you know, can we switch to this vanilla version? You know what? What are we missing? Well, it required business process changes, and how will it impact business? So it's slow. It's starting to move along, but it's going to take some time to do that.

00:10:17.350 --> 00:10:25.100  
Kacmarsky, Brian  
I finally just developed transport, are transparent policies and procedures we continue to to rewrite that a lot of the policies here in in.

00:10:25.150 --> 00:10:42.530  
Kacmarsky, Brian  
41 example is the chosen the policy to leave a rear end that once and we've just started another committee to to revamp that yes, we got again. So a lot of changes, a lot of work, but as I said, if you have any questions please feel free to to reach out. Thanks bro.

00:10:47.520 --> 00:10:48.340  
Kacmarsky, Brian  
You're muted, oh.

00:10:48.000 --> 00:10:48.380  
Ethier, Karen  
Right?

00:10:51.690 --> 00:11:23.050  
Ethier, Karen  
Right, so UM Area 2 is customer service, so I'm going to talk about some of the objectives that we had in this area. So first was to improve communication among students, faculty and staff, and some of the specific initiatives that we've done is to look at our social media. We hired a social media intern from the PR program and that was really great at creating sort of templates and a strategy and getting us in a better position in terms of social media. We've also looked for.

00:11:23.100 --> 00:11:33.010  
Ethier, Karen  
Opportunities where we can post on other RWU social media sites and that's been helpful when we want to sort of get messages out.

00:11:33.830 --> 00:12:04.470  
Ethier, Karen  
Uh, second marketing and outreach. So IT has a marketing and outreach plan that is sort of living and breathing. We have activities planned throughout the year that target different constituencies, so faculty, staff, parents, students, and every year we try to sort of fine tune and go deeper. So this year we specifically looked at graduate students and how we could increase.

00:12:04.520 --> 00:12:19.390  
Ethier, Karen  
Our outreach to them to have them have a better sort of technology onboarding experience to know how to get support to find out more about what their specific needs were. So that was our marketing outreach this year.

00:12:20.130 --> 00:12:50.360  
Ethier, Karen  
Uh, internal IT communications. So during COVID we started to use teams as our major internal communications form, and we've continued that beyond that allows the all the IT staff to collaborate to get out messages quickly, to be able to respond quickly to issues that are happening across campus. So the second objective was to improve the help desk experience and the major initiatives that we had this year with that was.

00:12:50.410 --> 00:13:20.780  
Ethier, Karen  
To deploy fresh service, which is our new IT service management helped us tool. This fresh service includes a really robust portal, a mobile app that both customers and IT staff can use and also an expanded knowledge base so that faculty, staff and students can get Tier 0 or self help on their own and not have to open tickets when we deployed.

00:13:20.910 --> 00:13:40.730  
Ethier, Karen  
Service we were very happy that ID instructional design was willing to go in on this with us. So we've really collaborated with them. This has created a one stop shop for technology questions and has also allowed the two departments to collaborate on tickets that sort of cross between the two areas.

00:13:41.480 --> 00:14:11.770  
Ethier, Karen  
We've deployed a number of remote management tools on these have allowed for efficient, fast support from afar, which was really a necessity during the early days, in particular the pandemic, but has continued to really improve our service, and we've gotten really good feedback on that. We're developing a customer service training program right now, so more to come on that, and we've also started.

00:14:12.050 --> 00:14:24.080  
Ethier, Karen  
For the last about two years, daily operations, meetings and all the front facing customer serving groups as well as monthly strategic meetings as well.

00:14:25.640 --> 00:14:55.860  
Ethier, Karen  
Uh, next objective is to improve the service culture. So we want to create an environment for staff that promotes collaboration, morale and ongoing development. So we do a customer service model. Annual review. We provide soft skills training and we have developed a conflict resolution training that's specific for front facing staff and every new staff member goes through this half day on conflict resolution training.

00:14:56.260 --> 00:15:17.310  
Ethier, Karen  
We have developed virtual coffee breaks for all of IT. We did these weekly during while we were all remote, we're joining them a little less frequent now, but there are opportunities for all of it to get together and sort of a social way and get to know each other and hopefully lead to more collaboration.

00:15:18.040 --> 00:15:48.670  
Ethier, Karen  
Uh, we have provided a number of training opportunities for staff, including monthly lunch and learns that have technical skills, soft skills. We've done mindfulness and organization, but we've also had some of these trainings be out in campus in different areas, allowing the staff to get an understanding of how different areas work. So for instance, we had one of the E sports lab with the president, the sports team to learn more about what they do.

00:15:48.860 --> 00:16:11.110  
Ethier, Karen  
We did one over an engineering to learn about the the new lab building when it opened and finally in this area we have our IT awards so the customer service award and the CIO award, which both are given out on an annual basis to IT staff and which recognize them for service excellence.

00:16:11.950 --> 00:16:42.000  
Ethier, Karen  
And with customer service we really want to have ongoing improvement all the time. So we are constantly looking at our ticket surveys as well as our annual customer service survey to see what the feedback is on that we have monthly meetings that look at how we can better optimize the fresh service tool to better meet the needs of the community. And we also review our service level agreement annually to make sure that it's still in line with the service.

00:16:42.060 --> 00:16:43.170  
Ethier, Karen  
Needs of the campus.

00:16:45.890 --> 00:16:46.470  
Ethier, Karen  
Thanks Daryl.

00:16:56.600 --> 00:16:56.800  
Ramella, Allan  
Hi.

00:16:56.850 --> 00:17:00.340  
Ramella, Allan  
Everyone comes Allan here. Going to give you the update on the security side of things.

00:17:01.330 --> 00:17:07.800  
Ramella, Allan  
So at the top of the list, so one of the biggest aspects of our armed security strategy includes compliance and audits.

00:17:08.400 --> 00:17:23.080  
Ramella, Allan  
In this past March we were able to successfully conduct an internal controls audit. It objectively looks at the the output of many of our different controls across very broad, broad range of controls I should say.

00:17:23.660 --> 00:17:36.520  
Ramella, Allan  
And then compares it against industry standards such as ISO 20,002 and NIST 801 seventy one which are pretty strict standards around how controls are are implemented in how well they they do.

00:17:37.510 --> 00:17:56.000  
Ramella, Allan  
So we did really well in that in that audit with one major recommendation that came out to conduct risk assessments with major business units or operational units that process security sensitive information. So I'll talk about that in the the third, the third component. At the bottom there.

00:17:57.360 --> 00:18:02.290  
Ramella, Allan  
The next one was our PCI DSS or payment card industry data security standard.

00:18:03.570 --> 00:18:22.930  
Ramella, Allan  
It basically this is objectively again looks at how well we secure all of the credit card transactions throughout the campus, whether they are performed through a physical terminal in the in the Commons, or a virtual terminal. Some of the applications on you know, through your computer screen and online.

00:18:23.700 --> 00:18:43.200  
Ramella, Allan  
And we did well without again as we normally do in each year we we comply with two different types of standards. It was the essay QA that kind of looks at all of our virtual terminals in the by the VPIP standard that looks at how secure the IP transactions are from the physical credit card terminals that you can't you see mostly in the comments.

00:18:45.040 --> 00:19:17.230  
Ramella, Allan  
Then the next time we are getting ready to conduct a vulnerability assessment in October or this October, and this, unlike the controls objective that looks at evidence this this type of audit really begins to technical and it in essentially looks at how hackable our systems are from either the inside thread actors or external thread actors. So this is going to be another interesting audit that is scheduled to pick up in October. We we just completed our pen arms or RFP process, so we're in the selection stage of choosing the right vendor to perform that.

00:19:17.280 --> 00:19:17.730  
Ramella, Allan  
That order.

00:19:19.720 --> 00:19:35.750  
Ramella, Allan  
The next area here is security awareness and training and and this is this is another big big aspect of our security strategy. We recently re launched a new sands online training platform that includes some new updated refresh training videos.

00:19:36.340 --> 00:19:36.870  
Ramella, Allan  
Uh.

00:19:38.010 --> 00:19:54.020  
Ramella, Allan  
And so for most faculty and staff they have a working remotely at home was a new module that we added to it in addition to the standard one that that really looks at fishing, which is our teaches users how to identify fishing, which is one of our major risks here on campus.

00:19:55.680 --> 00:19:59.890  
Ramella, Allan  
Speaking efficient, we do also conduct in stage fishing.

00:20:01.740 --> 00:20:28.120  
Ramella, Allan  
Exercise is here and the last one we did was in October we we test about 1500 users and I'm happy to to report that we have a failure rate of under 2%, one point 8 to be exact. So are the 1500 emails that we sent with the fishing link to to try to harvest credentials or see how many people would would fall for it. Only think 26 in total out of the 1500.

00:20:28.820 --> 00:20:32.010  
Ramella, Allan  
Which is very good relative to other industries.

00:20:34.210 --> 00:21:03.180  
Ramella, Allan  
The the next area security operations. Again, this is sort of like the hands on stuff that we we do to remediate and and work continually to improve security. And the first item on the list is risk assessments. That was a result of the controls audit done back in March, so we were able to successfully conduct risk assessments with various operations groups that include financial aid, finance, purchasing, registrar and bursar name a few. So next we're going to be doing these annually.

00:21:03.460 --> 00:21:08.530  
Ramella, Allan  
And you know over this course of this year, we're probably gonna spend this into some more business units around campus.

00:21:10.340 --> 00:21:39.720  
Ramella, Allan  
One of the big areas that kind of came or resulted as those risk assessments included the data storage policy and data retention schedule. How where this information sensitive files are being saved is is one thing and working closely now with Jim's group, we're hoping to launch a pilot project and in their future it's going to basically go out and and scrape all of the the storage drives and computers to try to look for artifacts of sensitive data that might not be in compliant.

00:21:39.770 --> 00:21:51.020  
Ramella, Allan  
With our data storage policy and that will help us to remediate any files that may have found their ways and places that could be easily copied or moved, and so we're going to work with that.

00:21:52.960 --> 00:22:00.730  
Ramella, Allan  
The next area here, UM, deals with the release of a couple new policies we were able to through the Security Advisory group.

00:22:00.800 --> 00:22:16.530  
Ramella, Allan  
Uh, update and refresh our acceptable use policy and in addition, we're able to implement the bring a new policy that deals with bring your own device or how employees and staff, faculty and staff bring their own computers onto the network and how we can manage the security aspect of that.

00:22:18.810 --> 00:22:48.540  
Ramella, Allan  
The the final area here is deals with risk management process, so this was an interesting new program that we put in place and essentially it looks at vendors whether vendors comply or with our written information security program as well. We share a lot of information with third party vendors. We trust that information with them, but at the end of the day this process, which is really a manual process jointly between purchasing in OGC that receive new contracts.

00:22:49.030 --> 00:23:07.710  
Ramella, Allan  
Two on 1st validate if they have this particular vendor is going to receive any sensitive data from us and if they do essentially what we do is we audit them through a questionnaire on how compliant they are with our WISP in in how they intend to protect the information that we've provided them. So we have this new process in place there.

00:23:08.760 --> 00:23:09.270  
Ramella, Allan  
Thank you.

00:23:10.070 --> 00:23:10.620  
Ford, Daryl  
Thank you Alan.

00:23:11.700 --> 00:23:15.900  
Ford, Daryl  
Next we have our Area 4 infrastructure with Jim Dale.

00:23:17.790 --> 00:23:24.480  
Galib, Jim  
Hi everybody, I I yeah I get the I so my so small. My stuff drier than everybody else is but that's OK.

00:23:25.470 --> 00:23:26.210  
Galib, Jim  
So.

00:23:27.480 --> 00:23:56.030  
Galib, Jim  
Obviously you want to have a strong stable network, so the so you start from the wide area side. So basically, uh over the last year or so we've we completed getting all of our offsite locations. That includes Baypoint, Almeda, Bridge house, etc. Onto our service provider ocean. What that does it gives us a solid gig connection but burstable to three times that amount. If traffic becomes heavy. So that's really good thing, especially in the residence halls.

00:23:56.500 --> 00:24:06.900  
Galib, Jim  
And it also gives us the ability to treat buildings miles away like they're on campus, so we can treat everybody the same way we can. We can have a stable network for everybody.

00:24:07.440 --> 00:24:08.110  
Galib, Jim  
Uhm?

00:24:08.980 --> 00:24:26.600  
Galib, Jim  
As well, when you're talking about it, says Campus firewall, upgrade it to 10 gig. Well, basically what that means is is a wide area connection can go to speeds as high as 10 giga data as high as 10 gig, and so we have to obviously have a firewall that's going to handle that kind of traffic.

00:24:27.650 --> 00:24:54.120  
Galib, Jim  
The second one is is is simply point is is. I think it's not biggest improvement and that is and that is through our wireless. We've upgraded all academic buildings to the new Wi-Fi 6 standard except the new engineering and I believe, Fine Arts. Those are going to be done actually soon. We just we just actually program those devices to put out there and that case. All academic buildings will be done.

00:24:54.930 --> 00:25:24.880  
Galib, Jim  
Um but the but the but the biggest, most exciting part of that really is the high availability wireless needs with ports for gaming and whatnot for the residence halls. And So what we've been able to do is is give Bay Point Cedar and Stonewall residence halls so far because we want to do everything all the time. A dedicated access point in every room as well as four high speed Ethernet ports. So what that does is gamers people who need, you know, zoom.

00:25:24.940 --> 00:25:36.760  
Galib, Jim  
Teams, etc. You know the the the enterprise things that don't really work great on wireless. It gives them why it puts in the rooms, but it also gives them obviously dedicated wireless.

00:25:37.730 --> 00:26:07.090  
Galib, Jim  
Also, now that's it. That's that's a huge thing. We especially in seated where we were getting a lot of calls and a lot of complaints. I I've I've seen, I've seen two so far this year, so that's a that's a really good thing for Bay Point with really felt bad for the for the you know, for the COVID kids that were over there and didn't have really good service at this time last year, so that was important to us. Will be asking for funding for.

00:26:07.140 --> 00:26:18.170  
Galib, Jim  
You know to complete the project as as the next year or two go along. Right now we're using our old Aruba access points. These are called Meraki. It's a Cisco product and they've been very good for us.

00:26:19.140 --> 00:26:21.970  
Galib, Jim  
#3 improvements that are local area network.

00:26:23.150 --> 00:26:38.720  
Galib, Jim  
Basically we were going to try to move to 10 gig to every building. Basically what that means is you know, we just want to make sure we have the throughput so when everybody is on you know they don't get bogged down to a very small pipe going from the server room to a building.

00:26:39.770 --> 00:26:43.250  
Galib, Jim  
Um, however, due to the computer chip shortage.

00:26:44.140 --> 00:26:58.730  
Galib, Jim  
That we've we've had since July, we had to move our upgrade until till early January. You know, we thought we are, you know, we thought we were being proactive, but you know, all switches not know switch will be in until until before like the middle of November.

00:26:59.340 --> 00:27:13.580  
Galib, Jim  
And so we're going to wait until school ends. And then we'll we'll start cutting over building. So we're having issues like the law school, for example, is having an issue with GH is having an issue with the switches themselves, so we need to get those audit as quickly as possible.

00:27:15.070 --> 00:27:31.360  
Galib, Jim  
You know also our fiber plant is to do this. We need what's called 50 Micron fiber. A lot of a lot of single strand fiber to all the buildings. The most important one that we need to redo is Willow Willow son. Very very old fiber.

00:27:31.340 --> 00:27:31.780  
Rob Griffin (Guest)  
Well.

00:27:32.830 --> 00:27:40.320  
Galib, Jim  
And everybody knock on wood because we don't know how they're working, but they're working so so we're good right now. I just jinxed it, but.

00:27:41.140 --> 00:27:44.550  
Galib, Jim  
Uh, so #4 disaster recovery.

00:27:46.160 --> 00:27:57.820  
Galib, Jim  
So basically now we've started leveraging cloud storage options. We've added 55 terabyte to a backup as a service company called Cloudy and.

00:27:58.440 --> 00:28:17.820  
Galib, Jim  
They work with our storage which is called VX rail. It's been it's been awesome for us. Basically what it does is it gives us a protected storage offsite and no overhead costs for equipment which is, you know can be a problem 'cause you have to change that equipment out every couple of years. So this hosted model seems to be working out really well.

00:28:18.620 --> 00:28:21.960  
Galib, Jim  
And Spingo hosted models. Next up, we'd really love to.

00:28:22.010 --> 00:28:41.300  
Galib, Jim  
You are talk to Amit something like you know you're special, like Steve White and the Dean of engineering about what's the next view of our cloud going to look like? We keep chasing servers and storage and that costs a lot of money and it costs a lot of capital. But maybe desktop as a service. The prices have come down.

00:28:42.070 --> 00:28:45.930  
Galib, Jim  
Uh, you know, maybe that's an option. You know that you know we all need to talk about.

00:28:47.150 --> 00:28:58.110  
Galib, Jim  
Lastly, we've upgraded the phone system. I think everybody noticed this, it's it's I. I think it's going pretty well, but after after just about 30 years and everybody used to a certain way to do business.

00:28:59.260 --> 00:29:05.410  
Galib, Jim  
They've been a few growing pains. Let's say a lot of running over a lot of running around at peoples desks.

00:29:06.290 --> 00:29:15.030  
Galib, Jim  
You know trying to you know you know trying to, you know. Get him to be comfortable with it and seemingly were making changes every day. But we're committed to making those changes so.

00:29:16.510 --> 00:29:22.410  
Galib, Jim  
You know, I think we're doing pretty well. We're looking for stability. I think we're doing it. We're doing well in that one now. In that way, thank you.

00:29:23.420 --> 00:29:27.260  
Ford, Daryl  
Thank you I. I think you sell yourself short man, I you know this stuff is very exciting.

00:29:29.360 --> 00:29:37.420  
Ford, Daryl  
So you know good and exciting work and keep it up now. This next slide area 4 Regina vacation. This is going to be born because it's not.

00:29:38.210 --> 00:29:44.450  
Ford, Daryl  
It's not a lot of it, so you can imagine you know in in facing an existential crisis innovation.

00:29:45.580 --> 00:29:57.250  
Ford, Daryl  
You know it's it's not the first thing that we kind of pay attention to. We we obviously want to make sure that our business operations have been going smoothly and so forth. That's what we've been talking about, but we have made great strides in this area nonetheless.

00:29:58.580 --> 00:30:04.080  
Ford, Daryl  
You know our our tenants within this within this area where the build environment that promotes innovation through collaboration.

00:30:05.350 --> 00:30:14.660  
Ford, Daryl  
Zoom teams and SharePoint. You know, basically through the pandemic have been godsends and they allowed us to continue to do business. I mean we're doing business over it right now so.

00:30:16.170 --> 00:30:17.730  
Ford, Daryl  
So they they continue to be.

00:30:19.120 --> 00:30:26.430  
Ford, Daryl  
You know for arguing adversity, basically innovation points because we had never really utilized those platforms like we do now.

00:30:27.290 --> 00:30:29.840  
Ford, Daryl  
Second, most create spaces where innovation research.

00:30:30.220 --> 00:30:34.570  
Ford, Daryl  
From both the past year and a half, we record the E Sports Place.

00:30:35.060 --> 00:30:38.170  
Ford, Daryl  
Come in for for gaming.

00:30:38.960 --> 00:30:43.590  
Ford, Daryl  
And I think that's a huge success and a big big bone for the students.

00:30:44.280 --> 00:30:45.210  
Rob Griffin (Guest)  
No.

00:30:45.150 --> 00:30:57.140  
Ford, Daryl  
We really, really enjoyed our space maker space, which is the university library directly against something of this the last month, which which is which is great from innovation standpoint as well.

00:30:58.230 --> 00:30:59.830  
Ford, Daryl  
The third one is exploring new endeavors.

00:31:01.640 --> 00:31:32.220  
Ford, Daryl  
The like I said, the pandemic has kind of necessitated some of these things and so you see that we have biometric temperature sensors throughout campus, particularly Jim. You walk in the gym here. We captures automatically read and so forth, so the pandemic has kindness estimated some of this innovation and then I'm joining process development. We have Karen mentioned are fresh service or basic or or or or service management slash help desk tool and that's going to allow us to keep a good product metrics relative to some of these innovation projects so.

00:31:32.720 --> 00:31:40.780  
Ford, Daryl  
So I'm excited about about the future, you know, and I'm hoping that this slide next time we presented the group will be 4 different innovation.

00:31:42.140 --> 00:31:44.370  
Ford, Daryl  
Qnective, initially when we move forward.

00:31:47.190 --> 00:31:50.480  
Ford, Daryl  
Next, we have our instructional technology area six with Karen.

00:31:51.790 --> 00:32:02.870  
Ethier, Karen  
Alright, so because this is a pretty dense with information presentation and also you have to hear from me twice, I'm just going to highlight a couple of things from from this area.

00:32:03.440 --> 00:32:33.260  
Ethier, Karen  
Uh, so I wanna highlight in particular the work that we've done over the last five years to upgrade a number of classrooms across campus. These were rooms that were originally installed between 2004 and 2009, when the university first started to deploy technology to classrooms. And though the rooms were mostly still working, they were really behind the times and in terms of the technology that they featured and didn't allow for, you know.

00:32:33.320 --> 00:32:47.220  
Ethier, Karen  
Faculty to connect their laptops and and so we are just finishing up this year that project and now will be hopefully looking at the rooms that were installed in between 2010 and 2020.

00:32:47.930 --> 00:33:17.940  
Ethier, Karen  
Uhm to upgrade, UM, so during as part of that project we developed classroom technology standards and these were established for a couple of reasons. One so that faculty could move around campus and find familiar systems and controls from room to room. The feedback from our surveys was that you know our rooms were difficult to use, that that faculty you know we're running from one room that worked completely differently to you know, uh?

00:33:18.240 --> 00:33:38.180  
Ethier, Karen  
That I that you know was different from the first one, that it was difficult to figure out what room they should be teaching in. If they were using certain technologies. So we've established a standard that we are using for every new classroom, and this also allows us to better service the rooms and have backup equipment.

00:33:39.280 --> 00:34:05.920  
Ethier, Karen  
The second or third item here is to build a support model for distance education. So when we wrote this strategic plan, we meant a support model for these six rooms that we had at the time that would wear enabled for distance education. So little did we know what was going to happen and so we had a major deployment of distance education technology over a crazy four month period between April and August.

00:34:07.510 --> 00:34:22.820  
Ethier, Karen  
20 or wait 2020 so this is a $1.2 million project. We installed 63 classrooms with integrated cameras and microphones and we purchase the equipment too.

00:34:22.870 --> 00:34:48.210  
Ethier, Karen  
So uhm to serve 59 additional rooms with CART or freestanding units, and this was the largest deployment of any school that I've spoken with. Major major deployment. As part of that we had a training initiative and fall 2020 and spring 2021 where we train 250 individual faculty and half hour training sessions.

00:34:49.810 --> 00:35:18.990  
Ethier, Karen  
And you know, very crazy time. But we learned a lot from that, and that really allowed us to develop a training program ongoing. So we've used what we learned from that training initiative to sort of build an ongoing training program that includes those in depth trainings both in Bristol and One empire. So faculty can schedule a half hour training, but also quick trainings where if they just want to learn one skill or how to use one particular piece of equipment.

00:35:19.270 --> 00:35:36.870  
Ethier, Karen  
We also did a major deployment of knowledge base for classrooms. Tons and tons of informational sheets that are posted in the classrooms in our knowledge base, able to be emailed or attached to tickets when faculty need help.

00:35:37.730 --> 00:35:45.110  
Ethier, Karen  
And and then process development down at the bottom here. So that was really waylaid by COVID. So some more to come on this.

00:35:46.130 --> 00:36:06.170  
Ford, Daryl  
Ratings thank you so last but not least is the area of mobility and we're developing this project plan. We really wanted to pay special attention for this because we wanted to be able to meet students, faculty and staff where they are. But we knew that mobility has been obviously been rising in terms of the city needs to where they are so.

00:36:07.640 --> 00:36:15.960  
Ford, Daryl  
Had a couple different objectives within. This is within this area. Continued mobile first strategy. Brian talked a little bit about that in his presentation.

00:36:17.000 --> 00:36:46.140  
Ford, Daryl  
Area 2 but Roger Central in terms of how it so it's not. It doesn't have a native mobile app, but it has an excellent mobile rendering so students can access services through Roger Central students, faculty and staff can ask can access those services through their their mobile device as well as E3. Bryant talked about that as well, but they also has a ticket to go upgrade as a excellent mobile rendering as well. We've upgraded ADP and it's mobile mobile app. Obviously zoom and teams.

00:36:46.190 --> 00:36:58.280  
Ford, Daryl  
As well, so, uh, we continue with the mobile first strategy and everything that we're looking at in terms of new applications and upgrades. We're looking to have them have a mobile require mobile component as a requirement.

00:36:59.510 --> 00:37:15.070  
Ford, Daryl  
The second objective here is that your access to information or W information anywhere. Anytime we've expanded our or mobile device management to laptop mobile device management, is the component that allows user interface with Office 365 on your mobile devices.

00:37:15.590 --> 00:37:39.390  
Ford, Daryl  
Uh, intimate inflated multi factor authentication or many accounts to security to help secure and particularly administrative accounts in another accounts that are highly sensitive and we particularly when the pandemic ate increased VPN tremendously, almost overnight for remote workers, so that was a pretty big feet to get everyone on that.

00:37:40.330 --> 00:37:43.030  
Ford, Daryl  
On VPN, within a very short window.

00:37:43.840 --> 00:37:50.020  
Ford, Daryl  
The third piece here is is mobile apps, and so we're looking. We're looking to Microsoft.

00:37:50.080 --> 00:38:21.160  
Ford, Daryl  
Done it for basically a portal and at the portal should render the application that we use here on campus. Students, faculty and staff in, in, in, in a similar format you had like on your phone. So like we see if only have we have applications such as phone, it'll render applications that we use here and that's in the format, so it's something we're working on right now and hopefully it'll improve the experience for particularly our students moving forward. We've also recently implemented the 80s self service, which allows you to change your password manager.

00:38:21.220 --> 00:38:31.730  
Ford, Daryl  
User account through your through your phone or mobile device and we have it fresh service mobile app that allows to do the same and particularly utilized by our.

00:38:32.790 --> 00:38:43.470  
Ford, Daryl  
Or or frontline staff when they're on service calls and gives them real time, real time information and access to the platform when they're acting. They're doing a service called and so forth.

00:38:46.440 --> 00:38:46.990  
Ford, Daryl  
I mean.

00:38:48.750 --> 00:39:00.450  
Ford, Daryl  
So now building synergies with the university with the University Strategic Action Plan. So let me give you a bit of history here, so the strategic plan with published in spring of 2019.

00:39:01.690 --> 00:39:04.140  
Ford, Daryl  
IT updated the plan in March of 2021.

00:39:05.210 --> 00:39:13.000  
Ford, Daryl  
I mean, I can strategic planning committee met in April 2021 to discuss updates and any revisions that need to be made.

00:39:13.870 --> 00:39:19.940  
Ford, Daryl  
And then the next slide will want to show basically. So. The takeaway from that meeting in April?

00:39:20.570 --> 00:39:33.550  
Ford, Daryl  
So, so the the updates to the plan. I sent that out that was in March met in April may more updates and talked about how we you know how we kind of move forward in the future with this and this. This like it talks about that meeting now.

00:39:36.040 --> 00:39:41.790  
Ford, Daryl  
Right, so the slides a little busy, but but he put his important nonetheless.

00:39:42.430 --> 00:39:44.650  
Ford, Daryl  
So I think what some of the main takeaways.

00:39:45.340 --> 00:40:17.980  
Ford, Daryl  
Come from that meeting was, you know, let's think about how we advance digitising, playing, how we add, thinking, strategic plan to make it to make it more valuable or make it more useful. But also let's keep in mind that we need to align that plan with the universities to choosing action plan and this is a slide that I presented a while back so that's why it says the planning effort that are currently on the underway. So we were thinking about the strategic action plan even back then saying OK? Well, let's make sure that we we could consider, geez between that plan.

00:40:18.040 --> 00:40:24.220  
Ford, Daryl  
I'm not playing, so we're not basically operating in a vacuum, and we make sure we're maximizing what we're doing here.

00:40:25.250 --> 00:40:41.580  
Ford, Daryl  
So a couple things that came out of that meeting that we want to look to incorporate into RIT. Chizik. Plan moving forward. The first one is basically contemporizing instruction technology to meet the expectations of high school graduates.

00:40:42.690 --> 00:40:56.950  
Ford, Daryl  
Yeah, I think we haven't done a good enough job in and basically transitioning from a technology standpoint, high school students to the college environment, so we want to look at that and see how we can do a better job. And and in that area.

00:40:57.510 --> 00:41:03.650  
Ford, Daryl  
Uhm, finding diverse in alternate ways to finance and Roda Cecily for additional for the growing this ecity.

00:41:04.570 --> 00:41:28.510  
Ford, Daryl  
For additional technology services, I think we said when they did Mark will appreciate you know how we can how we going to pay for. How can we pay for the stuff that we're doing and you know, we're we're highly dependent on tuition, but there are other avenues we can pursue, whether it be grant funding or what have you, that allow us to continue to provide good technology services and not necessarily be dependent on you know student student revenue.

00:41:29.770 --> 00:41:32.580  
Ford, Daryl  
They won't. Providing online program expands delivery enhancements.

00:41:34.370 --> 00:41:43.090  
Ford, Daryl  
4th 1 increased remote work and on campus computing options on the hand. Student technology services through on demand cloud applications. Jim talked about that a little bit.

00:41:44.180 --> 00:42:04.130  
Ford, Daryl  
We we thought it very important to expand our support hours so that we make we make technology, services and support a 24 hour 24 by 7 operations take a lot of people assume that we are 24 by 7 right now, but we're not. So I think it's important that we look to provide anytime, anywhere.

00:42:05.390 --> 00:42:12.620  
Ford, Daryl  
Technology services to our to our population and then provide more integrated, secure and user-friendly access technology services.

00:42:13.150 --> 00:42:18.960  
Ford, Daryl  
And that's basically kind of pin or mobility strategy. But we've looked, we wanna look to expand that a little bit.

00:42:19.620 --> 00:42:28.010  
Ford, Daryl  
And then prioritized technology research and development. And that's basically the the innovation piece there that I talked about before. It's you know now that.

00:42:28.670 --> 00:42:30.510  
Ford, Daryl  
We're not out of the pandemic, but now they were.

00:42:30.920 --> 00:42:31.630  
Rob Griffin (Guest)  
Wow.

00:42:31.610 --> 00:42:42.010  
Ford, Daryl  
Close to the end, I have fingers crossed. How do we look at basically prioritizing research and development to be more innovative? Will respect technology moving forward so.

00:42:42.720 --> 00:42:44.930  
Ford, Daryl  
And all the things that came out of that meeting primarily.

00:42:51.600 --> 00:42:52.070  
Ford, Daryl  
So.

00:42:52.730 --> 00:42:53.740  
Ford, Daryl  
The next session.

00:42:54.690 --> 00:42:55.190  
Ford, Daryl  
Come.

00:42:56.540 --> 00:42:58.240  
Ford, Daryl  
Basically talks about.

00:42:58.850 --> 00:42:59.710  
Ford, Daryl  
How we?

00:43:00.510 --> 00:43:14.030  
Ford, Daryl  
Align what we're digitising. Plan with the strategic Action Plan University. So what I did was look at the cheesy action plan, took some excerpts and said OK, or how how you know how do. How do things a line here?

00:43:15.790 --> 00:43:16.360  
Ford, Daryl  
So we've got.

00:43:18.640 --> 00:43:24.050  
Ford, Daryl  
So we even though these strategic plan that reaction plan didn't come.

00:43:24.890 --> 00:43:25.750  
Ford, Daryl  
Explicitly.

00:43:26.900 --> 00:43:33.140  
Ford, Daryl  
Mentioned information technology. I think implicitly you know, every area within the strategic action plan.

00:43:34.860 --> 00:43:37.120  
Ford, Daryl  
You know, has it technology component so.

00:43:37.910 --> 00:43:54.870  
Ford, Daryl  
Then this is a. This is one of them here, where the from the academic excellence in STEM education piece says Broading aren't gagement with K through 12 students and teachers. So we talked about as far as coming out of the the April meeting talked about.

00:43:57.010 --> 00:44:07.430  
Ford, Daryl  
High school students and how we engage them better from a technology standpoint, make to make sure that they have a a smooth transition here, and I think this is a piece of the cheesy action plan that we can.

00:44:07.920 --> 00:44:23.330  
Ford, Daryl  
Come look for opportunities to basically fulfill that goal. So I think this is a good piece and we look forward to working with whoever is kind of in charge of this area here to hopefully incorporate some of the things we're trying to do. My technology standpoint as well.

00:44:28.110 --> 00:44:31.780  
Ford, Daryl  
The next one is from the Academic Excellence Initiative.

00:44:32.460 --> 00:44:49.090  
Ford, Daryl  
Yeah, and that's uh, developing best in class universe. Universal design for online learning. If you recall, that was another thing that came out of the April meeting was to the to expand and develop our online environment. So looking forward to working with whoever is in charge of that too.

00:44:50.820 --> 00:44:56.470  
Ford, Daryl  
You know, to seize on opportunities for growing that environment, so you know looking forward to as well.

00:44:59.170 --> 00:44:59.560  
Ford, Daryl  
Yeah.

00:45:01.820 --> 00:45:05.650  
Ford, Daryl  
The third one here is from the student success, peace and.

00:45:06.480 --> 00:45:09.840  
Ford, Daryl  
You know, it's it's basically utilizing new technologies so.

00:45:10.520 --> 00:45:11.560  
Ford, Daryl  
You know, I think that's.

00:45:12.880 --> 00:45:35.960  
Ford, Daryl  
Part and parcel of what we do and ITI mean we're you know, we're we're we're looking to drive student success through technology here in any way possible. So I think you know this is this part is cheesy action plan utilizing new technology and being innovative I think is part and parcel of what we do and we look forward to looking for opportunities with industries within the steering committee.

00:45:36.470 --> 00:45:39.010  
Ford, Daryl  
Come to help advance this piece.

00:45:46.920 --> 00:45:49.570  
Ford, Daryl  
Alright, and last within the thriving community.

00:45:50.860 --> 00:46:04.770  
Ford, Daryl  
A piece of the strategic action plan. Invest in and continue to use technology to hands remote work capabilities, increase connections and so forth. So I think that you know we've done this and a lot of different ways where we've created.

00:46:05.370 --> 00:46:23.780  
Ford, Daryl  
It love you may not know, but we haven't it working remotely site. It's on the RW website that basically shows different things from how to use zoom to VPN, access to different different tips and tricks in terms of working remote, working remotely. So I think we're we're starting to do this, but I think we can do.

00:46:24.890 --> 00:46:30.870  
Ford, Daryl  
A better job in supporting our users in in how they and how they work remotely so.

00:46:31.770 --> 00:46:33.610  
Ford, Daryl  
The only thing that I kind of pulled out of this.

00:46:35.990 --> 00:46:45.790  
Ford, Daryl  
So wanted to I guess have a since we seem to be doing OK on time before we get to the question that I asked. I wanted to kind of have an open discussion that's terms of next steps.

00:46:46.640 --> 00:46:47.030  
Ford, Daryl  
And.

00:46:48.160 --> 00:47:12.450  
Ford, Daryl  
And questions so. But before we do that, it's gonna let you know that the planning committee will meet in late October. So we're going to take information. We gather here as well as information from this cheesy action plan and stuff we talked about in April. Kind of put it all together and then come up with basically revisions to the strategic plan. And we plan on.

00:47:13.330 --> 00:47:30.960  
Ford, Daryl  
Glenna public input with planner publicizing the new teaching plan with revised your teaching plan in late November, but I will make the plan available to the Technology Council before we publish it in November, so you guys can have an opportunity to provide feedback or any input that you did you feel is necessary.

00:47:33.660 --> 00:47:34.070  
Ford, Daryl  
Right?

00:47:35.710 --> 00:47:36.190  
Ford, Daryl  
So.

00:47:40.850 --> 00:47:43.170  
Ford, Daryl  
Any feedback or should we get right into questions?

00:47:49.780 --> 00:48:19.340  
Akunvabey, Stephanie  
There were a lot of wonderful things that were shared here and I'm as someone who's newer to the institution. I was just happy to hear so much of it, and one of the things that I had. Actually, I'm sorry my name is Stephanie recognized that people on this call who I haven't had the opportunity in Iraq with yet as the CDO Daryl and I had the opportunity to speak briefly about other initiatives that I think could also come into play around student success as it relates to Internet.

00:48:19.700 --> 00:48:26.790  
Akunvabey, Stephanie  
Access that's currently being offered to Pell eligible students, so that is something that's unfolding relatively.

00:48:26.890 --> 00:48:43.510  
Akunvabey, Stephanie  
Uhm, thank Creedy recently. That's something that's an initiative through Comcast, and I'm just wondering if that's something that might help. Again, just bigger initiatives and and ways forward in terms of how we provide additional technology access for for new pockets of students.

00:48:44.410 --> 00:48:49.830  
Ford, Daryl  
I think that I think that would be fantastic and I think it's I think it's applicable to many sections of our strategic plan.

00:48:50.850 --> 00:48:52.740  
Ford, Daryl  
So we gotta figure out how to you know.

00:48:53.540 --> 00:48:57.980  
Ford, Daryl  
How to access that? How to get it to our students and and maximize it so?

00:48:59.070 --> 00:49:02.450  
Ford, Daryl  
Maybe I think that's fantastic. Thank you for bringing that to our attention.

00:49:06.020 --> 00:49:09.810  
Ford, Daryl  
So we we have a or anything else. I'm Stephanie.

00:49:11.760 --> 00:49:14.210  
Akunvabey, Stephanie  
No, this one is delayed that thank you.

00:49:14.840 --> 00:49:15.460  
Ford, Daryl  
Thank you so much.

00:49:16.140 --> 00:49:20.090  
Ford, Daryl  
So we have we have a couple of questions. One came from. Stephanie hijazi.

00:49:21.720 --> 00:49:28.080  
Ford, Daryl  
And basically she says from from Allan Section. Is this available for ID? Definitely, can you elaborate on that a little bit.

00:49:28.790 --> 00:49:29.240  
Ford, Daryl  
The question.

00:49:28.880 --> 00:49:56.150  
Hijazi, Stephanie  
Yeah, sure, so I had a question about, you know, abetting third party UM products and we've been having you know requests about integrating it into our LMS and I would like to have some kind of vetting of those products because obviously we are sharing data with those vendors. You know of those faculty members, so I was wondering if we could use that vetting for you know any requests for.

00:49:56.200 --> 00:50:07.630  
Hijazi, Stephanie  
Or faculty usage for third party vendors. I used that before for, you know, installing LTI requests and things like that, but it would be a good idea to. I was wondering if we could use it for hours.

00:50:09.430 --> 00:50:10.530  
Hijazi, Stephanie  
Sort of reinventing the wheel.

00:50:12.130 --> 00:50:40.860  
Ford, Daryl  
I mean, I'm sure Allan can elaborate on a little bit, but you know, I don't sys is a is a manual process right now. We're not. We're not paying per vendor. We looked at. We looked at different solutions that would we had to pay per vendor. They use it. If that was the case then there may be low is more difficult, but I think the fact that we're we were doing it ourselves and asking vendors to basic comply with our standards. I think it makes a little bit easier for us to incorporate vendors that will that faculty come forward with real.

00:50:41.380 --> 00:50:42.210  
Ford, Daryl  
You're muted, by the way.

00:50:44.010 --> 00:50:44.220  
Ramella, Allan  
Yeah.

00:50:44.270 --> 00:50:55.250  
Ramella, Allan  
Yes, absolutely. It's you know the third party vendor risk component of this is is kind of barely, you know, standard in terms of how they you know generally secure their their data or the data that we trust with them.

00:50:56.670 --> 00:50:56.950  
Hijazi, Stephanie  
Yep.

00:50:58.040 --> 00:51:06.420  
Ford, Daryl  
Thank you Stephanie. We have another question from a Brian Williams says. What is the time horizon for the portal and so we met with.

00:51:07.550 --> 00:51:08.410  
Ford, Daryl  
We met with the.

00:51:10.080 --> 00:51:27.370  
Ford, Daryl  
Rhode Island, because they have a portal that we're looking to basically damn late. But what we learned is is going to is we have a couple components that need to change here in order for us to get that going. We're meeting thinking next week to talk about, you know how we how we layout that plan. But it basically involves.

00:51:28.700 --> 00:51:45.690  
Ford, Daryl  
Less moving part of our authentication infrastructure to the cloud to Microsoft Azure Environment and once we do that, it'll make it a lot easier for to put applications that we use in the in that portal because will be authenticating to the Microsoft environment. Jim anything you want to add to that.

00:51:47.330 --> 00:52:02.600  
Galib, Jim  
No, actually you know you said it. You said it mean just just because you can't have two single sign on engines at the same time. We actually have to shut off 1 to turn on the elder. And because LinkedIn learning zoom and those things like that, you won't be able to get to. We have to do it off off time.

00:52:03.260 --> 00:52:14.230  
Ford, Daryl  
So we're probably gonna be probably looking at Brian to answer your question, probably looking at testing in this in the summer and then and then launching it and look for next fall. That's like this type of horizon we need for that one.

00:52:11.910 --> 00:52:12.280  
Williams, Brian G, D.M.  
OK.

00:52:15.200 --> 00:52:19.840  
Williams, Brian G, D.M.  
Got it two to follow up on how you framed it and and Jim's comment there.

00:52:20.620 --> 00:52:31.390  
Williams, Brian G, D.M.  
Because it's so tight to single sign on, this isn't sort of piloted with employees or group. This is a full switch over to turning it on is what I'm hearing.

00:52:34.290 --> 00:52:45.900  
Galib, Jim  
If if they were components, like for example LinkedIn learning, if we know that we can take down LinkedIn learning, for example, when you know the when the fall semester ends.

00:52:46.590 --> 00:52:48.580  
Galib, Jim  
Then we can test LinkedIn learning.

00:52:49.830 --> 00:53:14.080  
Galib, Jim  
We now we now to move that it's it. It may look funny to just have one or two items in the portal and the rest. You know the automatic single sign on. By using the you know by using a URL, so we may want to, you know, just test it, move it back or test it and just see what it looks like and see if everybody is in agreement that we get enough done. We can do some in some, but it may be confusing.

00:53:18.330 --> 00:53:18.720  
Ford, Daryl  
Right?

00:53:19.830 --> 00:53:22.270  
Ford, Daryl  
So I'm looking at the chat. Any other any other questions?

00:53:22.960 --> 00:53:24.070  
Ford, Daryl  
About anything we presented.

00:53:25.930 --> 00:53:35.380  
Ford, Daryl  
Yeah, the discussion points anything that we missed in terms of the strategic action plan that we should be focusing on when we meet to talk about the revision of the IT plan.

00:53:38.750 --> 00:53:39.300  
Ford, Daryl  
Really.

00:53:40.870 --> 00:53:41.310  
Ford, Daryl  
Nailed it.

00:53:43.520 --> 00:54:15.120  
Williams, Brian G, D.M.  
I I I can shoot you a message offline. You know overall the mapping is really really good and it's a great foundation and I I just observed there's the two things to do and sort of a follow up meeting to kind of take you right plan and you've done a great job laddering it up and then looking at it and looking at the support that's needed which you alluded to at the beginning. So kind of doing that in sort of like a a a division meeting. I've gone to a couple divisions and talked about the planning to see like.

00:53:43.610 --> 00:53:44.210  
Ford, Daryl  
Goodbye.

00:54:15.650 --> 00:54:29.920  
Williams, Brian G, D.M.  
Like he plan is sort of a framework. So how does the division plan map up? So there's a couple things that we can easily do together. The one I would flag for this group is the other aspect of thriving community.

00:54:30.740 --> 00:54:42.150  
Williams, Brian G, D.M.  
And it's in the IT strategic plan, but I think becomes more amplified. Is data informed decision making so thinking a lot about.

00:54:42.990 --> 00:54:51.910  
Williams, Brian G, D.M.  
You know the data warehouse and continuing to invest there, and as you get the user experience going with our systems, but how our data is accessible?

00:54:52.610 --> 00:55:07.040  
Williams, Brian G, D.M.  
For decision making and assessment and measurement, those things I think are or something to really think about the investment needed there. The tools needed there to kind of just maybe spend some time on that piece a little bit more.

00:55:08.090 --> 00:55:10.000  
Ford, Daryl  
I appreciate that and it was great points.

00:55:11.440 --> 00:55:14.200  
Williams, Brian G, D.M.  
And notice I said date. I didn't say Tableau I.

00:55:15.840 --> 00:55:17.520  
Ford, Daryl  
We appreciate your restraint there.

00:55:18.680 --> 00:55:19.510  
Williams, Brian G, D.M.  
But not in it.

00:55:22.520 --> 00:55:36.410  
Ford, Daryl  
Any any other comment in the Betsy I kind of, you know, kind of stole lbeith your Thunder relative to the makerspace room. But I want to give you guys full credit card. We really weren't involved in that, but do you want to talk about that space a little bit and would you guys have done that?

00:55:36.330 --> 00:55:45.630  
Learned, Elizabeth P  
Sure, well it came out of a group meeting that Giannis called for anyone on campus who is interested in maker spaces and that was pre COVID

00:55:45.860 --> 00:55:46.210  
Ford, Daryl  
But

00:55:46.150 --> 00:56:02.650  
Learned, Elizabeth P  
and and he really lent his support to our maker space and that's how we were able to do it through the CapEx process. And it's really kind of organically started because Chris Truskowski, who's our web and digital services.

00:56:04.380 --> 00:56:09.790  
Learned, Elizabeth P  
Specialist I always get his title wrong. He had started a small demo.

00:56:10.740 --> 00:56:34.320  
Learned, Elizabeth P  
3-4 or five years ago of 3D printing in the library, just to attract students to see whether they were interested. And then we did a survey and we found that they really were interested. We did a survey and asked what kinds of equipment they wanted and we got a great list. And so we started with that list of of what people wanted. So right now it's pretty small and it's in a small space, but we have.

00:56:34.370 --> 00:57:04.280  
Learned, Elizabeth P  
Uhm, for 3D printers, four sewing machines, laser cutter, vinyl cutters and and I think the the reason that that Chris and I brought this to that group was that we really felt like even though there were other maker spaces on campus in the School of Engineering and in School of Architecture, those there was not one just for the average student who is not in a professional school. So we really. It was a it really kind of a question of equity for all students and we the.

00:56:58.700 --> 00:56:59.000  
Ford, Daryl  
yeah.

00:57:02.810 --> 00:57:03.080  
Ford, Daryl  
Right?

00:57:04.610 --> 00:57:17.470  
Learned, Elizabeth P  
The interest has been overwhelming. Chris set up a table at the involvement fair a couple weeks ago and he must have gotten over 100 students come by and they're got them so excited, so he's just.

00:57:18.290 --> 00:57:30.100  
Learned, Elizabeth P  
Had students coming in, he's rolling it out. Kind of softly this semester because we don't we. He hasn't hired people students yet to man it all, or that's the wrong word 2.

00:57:30.540 --> 00:58:00.840  
Learned, Elizabeth P  
Uhm, run it or to at least monitor it. Went when we're not there in the evenings, but that will be coming for next semester, but they have had a couple workshops. They had a laser cutting workshop and they had a mask making workshop and I have to give a shout out to Adria Updike, who's really been Christmas partner in this whole thing and she's amazing. So together the two of them have really rallied other people on campus and and gut and got the CapEx funds to.

00:58:00.890 --> 00:58:02.180  
Learned, Elizabeth P  
To start out so.

00:58:02.450 --> 00:58:03.000  
Ford, Daryl  
Fantastic.

00:58:02.960 --> 00:58:04.400  
Learned, Elizabeth P  
So thank you, Mark.

00:58:03.700 --> 00:58:04.150  
Ford, Daryl  
They don't.

00:58:05.900 --> 00:58:21.430  
Ford, Daryl  
The battery, but it updated. Now we look forward to working with you in support in any way we can to make that space and make that space successful, so that's great. So I think, yeah, so I think we're going to. We're we're almost right on time, which is fantastic. It there's no other comments.

00:58:09.680 --> 00:58:11.750  
Learned, Elizabeth P  
Thank you so much, that's great.

00:58:12.580 --> 00:58:14.550  
Learned, Elizabeth P  
That's great, thanks. We need your help.

00:58:22.820 --> 00:58:54.830  
Leonetti, Marc A  
Yeah, I just wanna make one comment and thank you for all the information. It was great. I you know, I think the IT plan is a open plan and to Daryl's point. Will keep reviewing and assessing it and it's really meant to be a collaborative plan. So that's why I appreciate this meeting and you know, as we think about strategic initiatives, you know Daryl in Group will assess it and weave it into the plan. The ultimate thing is the benefit the university so it's I don't want it to be viewed as Daryl's plan or the plan. It's really the universities plan.

00:58:24.700 --> 00:58:24.990  
Ford, Daryl  
So.

00:58:55.110 --> 00:58:57.200  
Leonetti, Marc A  
So I just appreciate all the information today.

00:58:57.820 --> 00:59:01.430  
Ford, Daryl  
So you see, if we can get a link from this G action plan to our plan that were you saying?

00:59:04.430 --> 00:59:05.890  
Ford, Daryl  
Hyperlink would be great. That's all we want.

00:59:05.890 --> 00:59:22.420  
Leonetti, Marc A  
That'll be great. Yeah, that'd be great. I just think it's, you know I. I think sometimes we set plans and we think they're finalized, but this is, you know IT is always evolving, right? And we need to be quick and you know and open to changing and support initiatives. And that's what I think this shows so.

00:59:10.490 --> 00:59:10.810  
Ford, Daryl  
Yep.

00:59:23.350 --> 00:59:29.830  
Ford, Daryl  
And then thank you. Mark it and appreciate all your support as well. And what do you? What do you do to help us out here? So we we definitely appreciate that.

00:59:30.400 --> 00:59:36.540  
Ford, Daryl  
Come especially want to thank God. Now we we've got to leave. I want to thank the new the new Members. Like I said, Stephanie.

00:59:37.790 --> 00:59:39.320  
Ford, Daryl  
Keep calm Bobby.

00:59:39.970 --> 00:59:42.810  
Ford, Daryl  
So it's definitely there, can you? Can you tell us your last name, please?

00:59:42.690 --> 00:59:44.340  
Akunvabey, Stephanie  
I'm here, it's a Khumba Bay.

00:59:44.410 --> 00:59:46.480  
Ford, Daryl  
Accommodate banking, thank you very much.

00:59:45.310 --> 00:59:46.130  
Akunvabey, Stephanie  
You got it.

00:59:47.680 --> 01:00:03.530  
Ford, Daryl  
Thank you for thank you for joining and being a part of this. This Council is, well, it's definitely a jazzy. Appreciate information, structural design, and being Griffin from these full of engineering that we we definitely appreciate you guys are participating in this process.

01:00:05.530 --> 01:00:06.020  
Ford, Daryl  
Thank you bye.

01:00:06.660 --> 01:00:09.540  
Ford, Daryl  
It is it is it Bob or Robert, how do you?

01:00:10.020 --> 01:00:11.030  
Rob Griffin (Guest)  
They actually rob.

01:00:11.370 --> 01:00:12.360  
Ford, Daryl  
Rock OK, there you go.

01:00:12.730 --> 01:00:13.030  
Rob Griffin (Guest)  
Yep.

01:00:13.730 --> 01:00:39.810  
Ford, Daryl  
Thank you so much and now. So we'll we'll look to meet again with it in a couple months. Like I said, once we once we have these additional meetings at mention with the with the planning Committee when we upgrade, update the plan, I'll send out the I'll send out the updated plan to the Technology Council for review before we publish it. They will publish it and and then meet again to talk about that and anything else we you know that's important. It's on horizon.

01:00:41.220 --> 01:00:47.170  
Ford, Daryl  
Alright thanks everybody, appreciate it. Enjoy the rest of your Wednesday. Thank you.

01:00:48.250 --> 01:00:48.670  
Kacmarsky, Brian  
Thanks.

01:00:48.320 --> 01:00:48.690  
Ramella, Allan  
Like

01:00:48.830 --> 01:00:49.570  
Learned, Elizabeth P  
Thank you Daryl.

01:00:49.850 --> 01:00:50.140  
Ford, Daryl  
Right?