

**Technology Partners Meeting – Minutes
November 27, 2007, UC 326, 1:30P**

In attendance: Dan Bowling, Shawn Clouse, Gary Decker, Lorrie DeYott, Dwain Erhart, Daphne Felker, Kevin Fronczek, David Fuller, Mike Gaab, Steve Henry, Judy Holbrook, Adrian Irish, Anthony Jo, Loey Knapp, Jace, Laakso, David Lewis, Barbara McCann, Becky Maier, Jaylene Naylor, Gordy Pace, Wes Samson, Nick Shontz, Eric Tangedahl, John Tesdal, Crystal Wood

IT-Technology Support Services

Loey Knapp, Associate CIO

New IT-Web Technology Services Manager

- We have completed a national search for a new Web Services Manager. Mike Matthews, Information Technology Director of Mohave County, Kingman, Arizona, has been hired for the position and begins employment in March 2008.

One Stop Demo - Introduction

- Tom Fite will demonstrate OneStop online services to show some new features. A beta portal has been in use for some time, and will be moved to production by Spring Semester. The production version includes a new academic feature referred to as a notification dashboard which will be used for sending messages to all students in a targeted manner. We are implementing a central authentication server (CAS) which means the start of single sign-on. Right now we have the same credentials and multiple sign-ons. We are waiting for Blackboard to take part.

IT-Web Technology Services

Tom Fite, Lead Programmer

- Users will access the new version of OneStop differently than the current beta version. The primary difference is that users will authenticate through the CAS, which allows authentication to all systems we connect to through one place. Once logged in, users can customize what they see.
- Items on Tom's demo page included the weather forecast, the dining services menu, hit music on iTunes. In addition, there is an option to insert RSS feeds of items such as news headlines. Users can also change the format of how categories are organized and where they are placed. Each area has different options depending on the particular area.
- Tabs are located at the top of the screen. The academics tab is geared towards the student experience with information students will need and find useful. Some items include: a listing of currently enrolled courses that can be printed out in schedule format, a GPA calculator, and a campus map feature that can be viewed online and printed out. Students can also email classes to themselves. Another feature is the text to self option for sending text to your cell phone. Registering through OneStop (OneStop Mobile) enables this feature. On the academics page other categories include library services and advisor information such as advisor name, phone number and email address.
- There's a transcript piece and a requirement piece. The transcript piece allows students to view past courses and course grades. It displays by semester, so the last semester or current semester is automatically shown, and students can print out the information or email it to themselves. The requirements tab which is in development will provide an overview of a student's graduation requirements. Currently, we are only looking at general education requirements. A link to CyberBear will eventually be added that will analyze a student's requirements for them.
- A Missoula tab is geared towards community information such as a listing of current local movies and rental availabilities.
- Another area, iTunesU, is a podcasting service that allows posting of lectures and class information for courses through the iTunes interface.
- "Official notices" is an area that students cannot remove and displays on every page. This area is primarily for official campus communications. Categories include action items, messages and announcements. A notification dashboard (which Loey mentioned) will allow users to send targeted messages by selecting a list of people based on criteria from Banner and sending specific messages to that list. For example, if someone wants to send a message to CS majors who live in a particular dorm and who have a specific GPA, the dashboard will allow this kind of targeting.
- The launch date of OneStop is the start of Spring Semester.

Questions/Comments

- Are you going to be able to change your NetID password right from OneStop? Yes, there is and will continue to be a link for changing your NetID password as well as setting up a security question/answer.
- Is there a calendar feature? Yes, there is and users can setup what events/activities they want to view on their calendars.
- The Mansfield Library uses podcasting. Some podcasts are staff focused and some are student focused. With iTunesU, is there a way to separate the two? Yes, in iTunesU they are called sections and they don't have to be classes, they can be other kinds of sessions. You can also grant privileges for certain people to have access to certain podcasts.
- Is it possible to interface OneStop with other applications? Yes, as long as the application you are trying to integrate has the ability to connect to the systems.
- For additional information or questions, please contact Tom Fite (tom.fite@umontana.edu).

IT-Telecommunications Services

Judy Holbrook, Director

Telephone switch upgrade – Sunday, December 16, 6:00am – 11:00am outage

- There will be an upgrade of the telephone switch on Sunday, Dec 16th. This means that campus will be without telephone service from 6am until approximately 12 noon on that date. Telecommunication Services has notified Curry Health Center, the Mansfield Library, and Residence Life, and will distribute other notices to departments about this phone outage. As most students and faculty will begin Winter Break on this date, this is an opportune time to perform this activity.
- One Qwest phone line, 543-9447, in the Office of Public Safety will be available for incoming and outgoing emergency calls during our phone outage. Additional information will be sent out next week and posted on the IT web page.
- This activity does not impact data network or interfaces to any vendor, it is specifically a telephone switch upgrade. Questions about this activity may be directed to Judy Holbrook (Judith.holbrook@umontana.edu).

IT Communications

Gordy Pace, Director

Policy Inventory

- We are working on an IT inventory, a very broad project that includes a number of different inventories. For example, we have an inventory of all network infrastructure and all campus buildings, what's in each building, what kind of capabilities, and the age of the infrastructure. Another part of the inventory is all web services available at UM on all of our various sites.
- Gordy is also working on the IT policy inventory. This inventory includes IT policies as well as other policies impacting the IT environment on campus resulting in a number of tiers. He started with Board of Regents policies. There are a number of Board of Regent policies that are specific to IT and there are a number of other policies that impact IT. UM policies are a smaller segment. Go to the UM website (www.umt.edu/policies) to view all of the official policies. There is a 500 level section that includes IT policies, at this point includes five. There are policies in other sections that impact IT.
- The 3rd tier is not actual policies but is being referred to as departmental operating procedures. IT has a number of procedures (i.e. how we operate computer labs). The library has some policies that impact the IT community. If you know of policies or items that should be included in this inventory, please let Gordy know (Gordy.Pace@umontana.edu). The real value of this inventory is to provide a starting point for the next step, a roadmap for the IT policies and a structure. There are gaps in our IT policy; and there are certainly some IT policies that need revisions based on things that have changed. Once the information is on the IT website, Gordy send the link to the Tech Partners and Sysgroup email lists so folks can view the information.
- Adrian Irish, IT Security Officer, has been working on security-related policy documentation so Adrian may be contacted as well for questions or comments (Adrian.Irish@umontana.edu).

IT Blogging Initiative

- Enterprise level blog tools will be available to campus very soon to help provide more effective ways for the IT community on campus to communicate. An IT community blog will soon be available that any number of us can contribute to, whether it's posting blogs or commenting on blogs. Nick Shontz is the lead technical person on this project (Nick.Shontz@Umontana.edu).
- The tools are very flexible. Blogs can be open to the public or locked down to a finite number of users and will be used to make comments and have conversations. In order to provide a controlled environment, users will be required to authenticate in order to post. Blogs and wikis generate RSS feeds for user subscription. We plan to provide many different content subscription options for the IT community and stakeholders across campus, whether it is the IT community blog or very specific community blogs that anyone of us might create.
- On addition, we plan to repopulate some RSS feeds in OneStop. We are also redesigning the IT home page to take advantage of these feeds and make it a much more dynamic page.
- Marketing and PR for OneStop will begin soon. If you have suggestions, please send them to Gordy (Gordy.Pace@Umontana.edu).

Client Support Services Update

Lorrie DeYott, Manager

Listserv Migration

- The email list migration from Majordomo to LISTSERV is now finished. For email list information, go to: www.umt.edu/it/itcentral/listserv.htm
- We are exploring ways to alleviate email message duplication. For example, if someone is a member of both the Sysgroup and Tech Partners email lists, and also a member of the Banner announce list, Kathy will copy the lists on messages to assure wide message distribution, which sometimes results in a user potentially receiving three messages of the same announcement. We realize that this can be an inconvenience and are working on a way to resolve this issue.

Campus Study Group for Outsourcing Student Email

- A proposal for outsourcing student email has been presented to the President. A campus study group will be formed to look at the pros and cons, the associated costs, savings, and student benefits.

TPP Meetings

- Lorrie asked for feedback about the current TPP meeting schedule and if changing it would accommodate more member participation. Other options are: monthly, bi-monthly, or once yearly. Please send your comments to Lorrie (Lorrie.DeYott@umontana.edu). Regarding the request for agenda items sent out last week for today's meeting, the purpose of this request was to facilitate communication within the TPP group so that rather than serving as an IT report, the TPP meetings can become more of a two-way communication process.
- Lorrie followed up on a question that was raised via the TPP email list about whether there is on-campus training available on accessibility and web pages. Please contact Janet Sedgley (Janet.Sedgley@Umontana.edu), IT Web Technology Services, if anyone is interested.

Questions/Comments

- What is the Technology Partners Program meetings schedule? The fourth Tuesday of every third month from 1:30-3:00p: February, May, August, and November. It is often difficult to find the time to attend the TPP meetings. For communication to take place outside of the meetings, a blog may be the perfect solution. As opposed to the email system, blogs are posted one after the other in sequential order and users are able to view exactly what has been posted before posting comments.
- At the request of several Technology Partners, this fall we began providing departmental employee Umontana address/email account lists to IT staff so they are know who in their departments comply with the President's July 1 email mandate. These lists will be provided on a monthly basis for the time being.
- The email pages in the CyberBear interface are being reworked for easier use. We estimate that these changes will be released in January.
- A question was raised about a GPO (group policy object) change that affects XP power settings. GPOs are being forced to "sleep" after a certain period of time and there doesn't appear to be a way to change this. If machines don't

support sleeping, they completely black-out, the keyboard and USB's are disabled. A hard shut down on the machine. Is there a solution to this problem? IT will pursue an answer.

- Regarding the accessibility issue, Becky Maier, chair of the Home Page subcommittee, said that the committee is actively trying to address the new homepage redesign to make it accessible. The larger issue, however, is that there are many little domains that want their own servers and there is non-compliance in those areas. Everyone needs to come together for first level compliance. A law already exists but no one seems to want to follow it. If someone files a complaint, the loss of money is imminent. We need to encourage all departments to come together on this matter.
- The Mail1 email system is going away. Folks who have Mail1 email accounts will be migrated to MSO email accounts. We are working on a transition plan and once the plan is in place, those impacted will be notified with the details and provided assistance with the process.
- A discussion was held about email mailbox size, archiving email, and backing up hard drive data. Since University employees with email accounts on the central Exchange server are limited to 50mg of email storage, they need to understand how to archive their mail. Also, employees need to understand how to back up their computers so that if their computers fail, they will have a back-up copy of their data. IT Central can assist as well as the various departmental IT administrators. It would be more effective if information were compiled in a general location for all to use. Perhaps the new IT community blog will provide this setting.
- There is a general lack of IT training for new faculty and staff on campus. HR provides a once monthly New Employee Orientation at which Kathy Garramone and other departmental representatives attend. Each representative is given about two minutes to introduce their departments. This is not enough time and one of Gordy's goals is to develop an orientation specifically for IT-related information. When this rises to a higher priority he will ask Technology Partner assistance in helping with creation of resources and materials for first level training and possibly mentoring.
- Macintosh training resources on campus need to be improved.
- If an email is forwarded from an email repository on campus to an off campus email account such as Gmail, does that violate the President's email policy? The issue is confidentiality of University information, and in particular student information (see last bullet below). What the President said is that all University business must be conducted on an official University email system, so the answer is yes, it does violate the email policy.
- There is confusion about the email policy across campus and some people have said that they are not going to restrict their employees to redirecting their Umontana addresses to MSO email accounts. IT as an organization is not going to police this issue. Campus administrators need to ensure that the people who report to them comply with the President's directive. IT will help facilitate the process by providing lists to departments that include information about who has or does not have a university email address, and who is or is not currently forwarding a university address to an off-campus service. With these lists, departments can police themselves. It's important to note that part of the genesis of the email directive came from the University's legal counsel to the President.
- Is there a different policy for student email? Yes, the President's memo addresses University employees. The way the process currently works for students is automatic: Umontana addresses and GrizMail email accounts are setup for each student once they apply to the University. Students can redirect their University email to an off campus account if they so choose. There is not a policy in place stating that students cannot redirect their mail, but we highly discourage it. The issue with student email is that student information is protected by federal law and students have the right to wave this protection. However, we don't have the right to wave this protection for them.

Meeting adjourned at 3:00pm

Minutes submitted by Kathy Garramone (December 21, 2007)

Next Technology Partners Meeting scheduled for February 26, 2008, 1:30pm, UC 326.