US:IT CIO Open Forum
January 24, 2018
2:30 - 4 p.m.

Summary

State of IT Report 2018 - Draft
A near final draft is available for review on the US:IT website at http://www.maine.edu/its/usit-news-updates/.

David outlined the goals of the report and noted differences from the previous year. There is a new design and the report includes key performance indicators, team highlights, and future directions. Highlights of the Classrooms for the Future and Wireless Infrastructure projects, along with Website/Portal Enhancements are also covered.

Updates from Task Forces
David provided a review of the charge, responsibilities and membership of all three task forces and team leads gave brief presentations.

- **Mission, Vision, Values**
  Karen Walsh, provided a brief update on the team’s actions to date. Mission vision and values and strategic plans were gathered from all campuses, along with samples from other Universities. Internal and external surveys have been developed. *(Staff are encouraged to respond to the survey that was sent to all staff.)* SWOT and Gap analysis is underway and in person interviews will take place on campuses, with assistance from the CITOs. The team meets weekly and the goal is to have a draft ready to review by the next CIO Open Forum. For more information, email mvv-group@maine.edu.

- **Core Services**
  Gary Lagasse, delivered a brief presentation on the team’s actions to date. He reviewed the ranking process (Core Essential, Systemwide, Niche and Other) and provided an update on progress made. There are approximately 320 known services offerings and 250 of those services have been “quick rated”. Teams have been formed and assigned services to review the initial “quick rating” and to confirm or make changes based on conversations with the owners. Key process documents have been created to help with the process. As of Jan 24, 208 services have been rated by team and owners (65%). Next
steps will be to finish ratings by Feb 1 and send results to David by Feb 15. Time permitting, the team will initiate discussions on missing services.

Ratings show a large amount listed as Core Essential services with quite a few Systemwide and Niche. Ratings are distributed as expected.

The team started with defined services in the catalog and identified those that may have been duplicate and whether or not they were part of unified services.

**US:IT Website**

David presented Sara Farnham’s brief update on this team’s actions. The blend of new and seasoned staff in this group has been helpful. Activities to date include a review of the various UMS campus websites and a review of external university sites to identify common features and features that would work well for US:IT. The group is currently tasked with reviewing the shared documentation and identifying metrics that could be valuable on the site. Next steps will be to document gaps, engage other IT teams to identify needs and to get the student perspective.

**Kudos**

David expressed thanks to the units and individuals that worked together to bring a valuable tool to our students. Tiff Maiuri gave a brief presentation on the Meal Card Balance Query Portlet project.

Students at UMF, UMFK and UMPI were struggling to see their meal card balances in 24/7 mode. The goal was to have an application in place before the 2018 spring semester. This was a great partnerships between US:IT, campuses and Sodexo to deliver this for the students. Key team members were identified and other service areas were recognized for providing additional support. This project was initiated on Nov 17 and was in production and fully supported by US:IT on Jan 17. There has been an enthusiastic response and positive feedback has been received.

**Open Forum - Q & A**

None.

*Next Forum Feb 28.*
Thank you for joining

Please mute your microphone during the session...

AGENDA

- State of IT Report
- Task Force Updates
  - Mission, Vision, Values
  - Core Services
  - US:IT Website
- Staff Recognitions
- Q&A
- Closing

"Now, with only his hands and a computer keyboard, our next speaker is going to rock your world."
STATE OF IT REPORT

» Goal
  » Review progress/challenges over previous year
  » Highlight significant achievements of US:IT staff
  » Raise visibility/awareness of efforts of US:IT in supporting and serving campus communities
  » Provide meaningful information to stakeholders

STATE OF IT REPORT

» Features
  » NEW Design
STATE OF IT REPORT

Features

- NEW Design
- Key Performance Indicators

TEAM HIGHLIGHTS

MISSION OF THE INFORMATION SECURITY OFFICE
Information Security continues to be at the forefront of all IT initiatives. Continuous effort and investment are necessary to maintain the various layers of security that protect the University’s data. Security incidents are inevitable and the IT service team must continue to respond to the changing nature of the threats.

ENHANCED SECURITY MEASURES
The Information Security Office has enhanced security measures to protect sensitive data and systems. These measures include:

- Implementation of multi-factor authentication
- Regular security audits and compliance checks
- Increased monitoring of access and activity logs

These measures help ensure the confidentiality, integrity, and availability of the University’s information assets.

STATE OF IT REPORT

Features

- NEW Design
- Key Performance Indicators

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STATE OF IT REPORT

Features

NEW Design

Key Performance Indicators

Team Highlights

Future Directions

STATE OF IT REPORT

Highlights

Project Management Office

14 Completed Projects

10 New Projects

Increase in Demand
STATE OF IT REPORT

► Highlights
  ► Classrooms For The Future
    ► 149 Rooms Renovated
    ► Consistent Improvement in Assessment Scores
      ► Pre-Upgrade Average = 2.4
      ► Goal >= 3.0
      ► Actual = 3.1

“...Made me more focused on teaching instead of trying to get technology to work.”
“I can teach while looking at the students not having to turn my back or to the side.”
“Very versatile for group work.”
“Much more pleasant environment.”
“Make all classrooms like these rooms.”
“I like that the projector and sound system can be controlled with one button. The projector provides a good quality picture.”
“I like that this room has reliable equipment.”
“Better teaching experience for myself and students.”

“It makes it feel more realistic and like you are sitting in the same room as everyone.”
“more of a comfortable experience”
“I like how there are outlets on the table, it makes it easy to bring a laptop for work and not worry about where we are going to plug it in.”
“This has made me realize how many opportunities are available to us students now compared to just a short time ago.”
“Instant access to my Professors when I have questions.”
“Easy to use remote and comfortable chairs.”

“...US:IT Classroom Technology 2017 Summary
149 Rooms Upgraded
2.27 Old Average Score
3.1 New Average Score of Upgraded Rooms
Renovated Rooms Assessment Score Comparisons
Pre-Upgraded New Upgraded
Pre-Upgraded New Upgraded
Pre-Upgraded New Upgraded
Pre-Upgraded New Upgraded
Pre-Upgraded New Upgraded
Pre-Upgraded New Upgraded

Figure J

Positive Faculty & Student feedback
STATE OF IT REPORT

Highlights

Wireless Infrastructure

- Bring deployed APs to current standards
  - 2015: vast majority of APs out of standard; 50% beyond serviceable life

- 2016: Initial investments resulted in increase in AP deployment; 33% of APs at current standards
STATE OF IT REPORT

- **Highlights**
  - **Wireless Infrastructure**
    - Bring deployed APs to current standards
      - 2017: Ongoing investment resulted in majority of APs at current standard; reduce #APs beyond life expectancy
    - By end of 2018: Investments will expand wireless deployment with majority of APs at current standard; elimination of most APs beyond serviceable life

![# APs Deployed by Year and Service Status](image)
STATE OF IT REPORT

» Highlights
  » Website/Portal Enhancements
    » 3 full campus website redesigns
    » Increase use of MyCampus Portal

STATE OF IT REPORT

» Get Your Copy Now!
  » Report available Now on the US:IT website
  » Thank you to the US:IT Leadership Team
    » Special thank you to Cathy Caron for assembling the report
    » We welcome feedback!

Campus Portal Usage
# Distinct Users
59,877
Total # Pages
229,106
# Sessions in 2017
5,684,239
# Page Views
10,580,219
TASK FORCE UPDATES

- Mission, Vision, Values
  - To define the shared mission and vision for US:IT and the core values to which we aspire

- Responsibilities
  - Build from foundation and work of the Strategic Roundtable group
  - Conduct internal/external environmental scan across member campuses
    - SWOT/Gap Analysis
  - Solicit input from all teams/members in US:IT
  - Review/Consider recently completed campus strategic plans for alignment

TASK FORCE UPDATES

- Core US:IT Services
  - Catalog and review all supported services
  - Categorize by use and adoption for each campus

- Responsibilities
  - Build from foundation and work of the IT Portfolio Management group
  - Solicit input from all teams/members in US:IT as well as campus stakeholders
  - Produce listing of US:IT Services by category to initiate budget planning activities – Late Jan ’18**
TASK FORCE UPDATES

- US:IT Website Review
  - Provide recommendations and suggestions on essential services, features and information to be included in US:IT Website
  - Responsibilities
    - Canvas System IT websites nationwide; identify common functions and features
    - Perform gap analysis with current US:IT website
    - Provide final recommendations supported with examples by Mid March ’18**

TASK FORCE UPDATES

- US:IT Website Review
  - Update
    - Team comprised of blend of new and seasoned staff; leveraging different perspectives to inform approach.
  - Activities:
    - UMS Campus IT Sites & US:IT Site review/orientation
    - Review of peer University IT websites to identify common features
      - Assigned individuals to review
    - Document gaps between peer sites and US:IT website
  - Future Activities
    - Engage Help Desk and IT Operations Managers regarding tools/information needs
    - Obtain student perspective regarding useful tools/information sought or desired
STAFF KUDOS

» Meal Card Balance Query Portlet

» Several campuses were struggling to provide students with a solution to query meal card balances

» Some solutions offered required purchase of equipment that would allow swipe-query-display functionality

» CIO asked Web Technologies team to investigate modification/expansion of an existing portlet to provide real-time meal card balance information to students on all campuses

» Results delivered in record time!

» Team is working with campus stakeholders to deliver product for the Spring semester*

STAFF KUDOS

» Meal Card Balance Query Portlet

» Thank you to all of the units and individuals who worked together to bring this valuable tool to our students:

» Card Services

» Networkmaine

» Web Development

» System Administration

» Web Technologies

» Support Services
THANK YOU!

▶ State of IT Report posted and available
  ▶ http://www.maine.edu/lts/usit-news-updates/

▶ Written Summary to be Posted

▶ Next Meeting
  ▶ Wednesday February 28
  ▶ Orono (To Be Confirmed)

“I’m feeling a sense of conclusion here, so let’s draw things to a close.”