US:IT CIO Open Forum

April 25, 2018
2:30 - 4 p.m.

Summary

“Who do you think was the most influential figure in history?” A live poll of Forum attendees identified a close call between Vint Cerf and Bill Gates.

US:IT Draft Strategic Planning Goals
David shared the preliminary results from the Strategic Plan Mini-Retreats. A list of goal statements was generated that aligned with the recently identified draft Mission, Vision and Values statements. Six goal categories were identified along with individual goal statements for each. The categories are: Service, Communication, Collaboration, Professional Development, Innovation and Data. Data will be key value and could be expanded. Feedback has been highly positive.

After review by Forum attendees, effective communication was identified as possibly one of the most challenging of the goal statements. Too many ways to communicate are needed to reach all people and it can be difficult to communicate what we do and the value of it effectively.

Next steps were reviewed. Building targeted objectives following the SMART framework will be a focus of the US:IT Summit and a draft strategic plan should be available in July 2018.

Thanks to all that participated!

Service Outage Update
David provided an update to attendees about the disruption that took place on April 18. The outage lasted about 10 hours and many systems were affected, including those dependent on single sign-on. An After Action Review (AAR) took place on April 20 to review response and resolution. A report summarizing the incident will be shared with Presidents.

Communication was an issue with this outage. It should be noted that we are close to an award for a mass notification system.

Kudos were directed to Ken Grindle and Data Center staff, Steven Premeau and the entire US:IT team.

Service Desk Project Update
John Brown and Aaron Gagnon gave a presentation to update attendees on the project activities to date. A project summary was provided, describing the need to move to a single unified service
delivery tool instead of the three systems currently in place: RT, Jira, and Heat. The team worked with the Lean Process and consultants to develop an incident management model. Next steps were shared on moving forward with Jira Service Desk. A soft launch is expected in June with a full launch in mid summer.

*What is going to happen to the data in RT once Jira Service Desk goes live?*

> RT permissions will be revoked for new tickets. Historical information will remain.

*Are we planning for required training across IT to assure that folks use the new ticketing system in a similar, coherent, consistent manner across depts. and campuses?*

> Yes. Training of all staff will be critical to success.

**RFP Updates**

- **Web Conferencing**
  Fred provided an update to attendees on the current state of the RFP. This project began with the Classroom Tech team and USM looking to replace AdobeConnect, which was failing. Some folks started using Zoom to get by for one year, but aAn enterprise solution will be needed by Fall of 2018. A RFP was developed focusing on Web Conferencing while allowing fixed room conferencing to be included. The RFP is currently in the protest period following the award of the vendor. The chosen vendor can do both Web and fixed room conferencing. The commitment was to have web conferencing by September, so that will be implemented first. Fixed room will follow to integrate with Polycom and other systems, but no date has been set for that yet. If a room is currently set for Web Conferencing, the new tool will be used in that space. For Polycom spaces it will be business as usual.

- **Emergency Notification**
  E2Campus expires in a couple of months and this RFP was designed for enterprise-wide visibility. Bids have been received, including from E2Campus. Reference checks are complete and we are close to issuing an award. That will be followed by a protest period. It does not appear that the cost will be significantly higher than what we are paying now.

> Can it be restricted to a limited audience - a single campus or college?

> Yes. It can also be restricted by geography, like a single building.

**US:IT Service Cost Allocation Modeling**

Mike Cyr shared a progress report of the model. It is derived from some of the work of the Core Services Task Force and the IT Service Catalog. Goals were reviewed and a description of different types of costs provided. Full cost is needed so hidden costs must be identified and cost categories determined. The implementation process was broken down and next steps shared.

David added that this is a tremendous amount of work and it will remain a working document. Campuses are eager and have interest.

**BI Tool Demonstrations Summary**
David shared that we are close to being able to select a replacement for Oracle Discoverer. Rachel Groenhout shared some information about the demos. Some folks have already been moved into PeopleSoft Query, but some needs are more complex and a BI tool is critical. Initial feedback from the demos and preliminary concerns were shared. Feedback is still welcome and continues to be collected via DARTS@maine.edu or by completing the surveys referenced in the Forum slides attached. Additional questions are being sent to vendors and follow up sessions will be scheduled.

New Staff
David introduced and welcomed some new staff:
- Yan Liu, Analyst Programmer
- Dustin Miller, System Administrator

Q&A

“Which aspect of the CIO Open Forum do you find most valuable?” A live poll of Forum attendees identified an Opportunity to Hear About Current Projects from US:IT Staff.
AGENDA

- US:IT Draft Strategic Planning Goals
- Service Outage Update
- RFP Updates
  - Web Conferencing
  - Emergency Notification
- US:IT Service Cost Allocation Modeling
- BI Tool Demonstrations Summary
- New Staff
- Kudos
- Q&A

STRATEGIC PLANNING

Strategic Planning Mini-Retreats Goal:

- Produce prioritized list of Goal Statements
  aligned with US:IT Mission, Vision & Values
STRATEGIC PLANNING

Mission Statement (Draft)
- US:IT DESIGNS and SUPPORTS technology solutions through a team of knowledgeable, dedicated professionals. Working within a structure of shared governance and data-driven decisions, we support the MISSION of the University of Maine System and its campuses.

Vision Statement (Draft)
- US:IT strives to be a TRUSTED partner by EMPOWERING our university communities with RELIABLE and INNOVATIVE solutions.

Service Value Statements
- We value delivering a comprehensive suite of high quality SERVICES designed to meet and exceed customer expectations regardless of skill set or location.

- We value clear and effective COMMUNICATION with our customers to foster an informed community.

- We value COLLABORATION with stakeholders to ensure availability of reliable, high quality solutions designed to meet the diverse needs of our customers.
STRATEGIC PLANNING

▸ Service Value Statements
  ▸ We value EMPOWERING individuals with appropriate solutions determined through engagement and developing an understanding of each users’ expectations and experience level with technology
  
  ▸ We value promoting a PROFESSIONAL technology service organization that aspires to provide reliable, valuable solutions that allow customers to achieve success

STRATEGIC PLANNING

▸ Strategic Goals (6 Categories)
  ▸ Service
  ▸ Communication
  ▸ Collaboration
  ▸ Professional Development
  ▸ Innovation
  ▸ Data
STRATEGIC PLANNING

► Service (5 Goals)
  ► US:IT will become a trusted and preferred service provider for the University of Maine System (58)
  ► US:IT will become a customer-focused IT solution provider that ensures unparalleled customer service (50)
  ► US:IT will achieve a high standard for responsiveness in addressing customer requirements and needs (48)
  ► US:IT will achieve consistency in the scope and delivery of system-wide services (47)
  ► US:IT will establish a culture that promotes reliable technology solutions and robust information security (5)

STRATEGIC PLANNING

► Communication (3 Goals)
  ► US:IT will establish an environment that promotes transparency through a commitment to effective, robust internal and external communication (59)
  ► US:IT will promote collaboration and dialogue among both internal and external constituencies through highly effective communication channels (44)
  ► US:IT will embrace a customer-centric communication focus (21)
STRATEGIC PLANNING

Collaboration (4 Goals)

- US:IT will promote active collaboration with stakeholders to optimize alignment of IT activities and prioritize services to support System and Campus strategic initiatives (94)
- US:IT will partner with stakeholders to establish a supportable and sustainable technology baseline designed to meet the needs of campus communities (54)
- US:IT will actively pursue opportunities to actively contribute to the mission of the University (20)
- US:IT will become an organization that provides solutions designed to empower stakeholders (15)

Professional Development (4 Goals)

- US:IT will attract and retain a highly talented and efficient workforce (70)
- US:IT will become a recognized leader in Higher Education IT support and service (31)
- US:IT will become an organization that develops and empowers employees (20)
- US:IT will establish an information hub for IT training and documentation (12)
STRATEGIC PLANNING

- **Innovation (2 Goals)**
  - US:IT will become a leader of innovation within the University of Maine System (46)
  - US:IT will provide innovative, accessible solutions designed to meet the needs of the UMS community (20)

- **Data (1 Goal)**
  - US:IT will engage with the University community to establish a culture of data-driven and responsive decision making (23)

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**Next Steps**

**US:IT Summit**

- Purpose: Develop SMART objectives aligned with Prioritized Goals from mini-retreat sessions
  - Specific
  - Measurable
  - Attainable
  - Relevant
  - Timely

- Draft Strategic Plan available July 2018
On 4/18/2018 at 1:50pm, the University of Maine System experienced a system-wide disruption of numerous critical systems as a result of a failed installation of a new network storage shelf.

- Failover capacity for the storage system did not respond as designed.
- Numerous critical services were compromised, including those dependent on Single Sign-On for access.

**Affected Systems**

- Single Sign-On/Authentication
- MaineStreet
- VMWare Infrastructure
- Campus Websites
- myCampus Portals
- VoIP Phones
- ImageNow
- AIM Facilities Work Management System
- R2S Scheduling
- Listserv
- RT Ticket System
- Jira/Confluence/Service Desk
- Zabbix Monitoring
- MSLN Email
- MSLN Websites
- RFP Bidding Website
- Development - Web Applications
- Development - Data Interfaces
- Advance Gift & Donor Management
- TouchNet
- CommonApp
- Short EAPP
- FirstClass
- Adobe Connect
- Address Checking
- Academe
- Infosistem
- Course Search Web Plugin
- Student Bill Payment Portal
- Transfer Portal
- Oracle Teaching Database Server
- IT Ticket Self-Service
- Network Access - Self-registration of Personal Devices
- Linux Software Package Management
- Accounts Receivable - Non-student
- Constituent Engagement Management
- Directory Services - Redhat
- Enterprise DMZ
- IP Address Management
- Math Placement Grade Reporting
- Payment Processing
- Storage Infrastructure
- Telefundraising Software System
- Videoconference Reservation Application
- Virtual Desktop
- Wiki
- UmCServ Application Framework
- Titanium
- Marketplace
- PeopleSearch
- Drupal
- WordPress
- IT Service Catalog
- Discoverer
- PS Query
- MaineEDU-Guest Wireless
- Image Repository database
SERVICE OUTAGE

▶ Affected Systems (Single Sign-On)

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SERVICE OUTAGE

▶ Response/Resolution

▶ Time to escalation of the issue with the support vendor was delayed
   ▶ Partially due to lack of access to relevant support information.

▶ Communication Channels compromised (including listserv)
   ▶ Required alternate strategy to disseminate information

▶ Once storage array successfully brought back online, full restoration of service activities ensued to ensure full data and process integrity.

▶ By 11:50pm, most systems were restored with a few issues.
SERVICE OUTAGE

Recommendations

- Annual hardware maintenance windows
- Review and revision of Business Continuity plan
  - Leverage available external services to maintain critical access and communication channels
- Review of Vendor Management processes
- Elimination of legacy architecture

KUDOS

- Ken Grindle & Data Center Staff
  - Prompt detection and proactive outreach to Vendor
- Steven Premeau
  - Facilitated and coordinated communications efforts
- Entire US:IT Team
  - Working together to ensure graceful recovery
RFP UPDATES

- Web Conferencing
- Emergency Notification

US:IT SERVICE COST ALLOCATION MODELING

- Mike Cyr*
- John Forker
- John Grover
- David Jones
BI TOOL DEMONSTRATIONS

➤ Oracle Discoverer Replacement
  ➤ Rachel Groenhout – DARTS*
    ➤ Microsoft Power BI – 4/10/18
    ➤ Oracle Analytics – 4/13/18
    ➤ Both sessions well attended
      ➤ Recordings are still available
      ➤ Feedback Surveys distributed

BI TOOL DEMONSTRATIONS

➤ Preliminary Feedback
  ➤ Increased willingness to replace Discoverer reports in new tool
  ➤ Eagerness to create more data visualizations/dashboards
  ➤ Enthusiasm for interaction with data reports/visualizations
  ➤ Appreciation for ease of creating recurring reports/visualizations
  ➤ Interest in shared workspaces
BI TOOL DEMONSTRATIONS

Preliminary Concerns
- Learning curve
- Implementation, training, and support
- Having the ‘right’ data available to the tool
- Tool’s transformation capabilities creating different datasets
- Balance of security & access to data

Next Steps
- Gathering feedback
  - Power BI Survey: https://goo.gl/forms/KjPoveaV0XW8Wx9x1
  - Oracle Survey: https://goo.gl/forms/ldF7ZxTjrZURmoYh2
  - Questions, Comments: DARTS@maine.edu
- Follow Up Sessions
  - Power BI - May 4th
  - Oracle - TBD
- Demo Recordings:
  - Power BI - https://goo.gl/3P4x5t
  - Oracle - https://goo.gl/FQQr9o
NEW STAFF

▷ Yan Liu
  ▷ Analyst Programmer

▷ Dustin Miller
  ▷ System Administrator