IT Project Prioritization / ERP Business Operations Team (ITPP/EBOT) Meeting Notes

MEETING LOGISTICS

Item	Description
Date	December 09, 2015
Time	1:30 p.m.
Location	PRESIDENTIAL SUITES – KILCAWLEY CENTER

ATTENDEES

Facilitator(s)	Rick Marsico
Note Taker	Linda Frattaroli
Participants	Martin Abraham, Pam Balent, Kevin Ball, Mary Lou Castner, Ron Cole, Troy Cross, Katrena Davidson, Rosalyn Donaldson, Robert Forchione, Jim Hanek, Jeanne Herman, Lori Hinebaugh, David Hinkle, Michael Hrishenko, Chrissie Hubert, Sylvia Imler, Jonathan Jenyk, Jim Kleeh, Dennis Konik, Tim Kovaleski, Jennifer Lewis, Neal McNally, Mike Reagle, Peter Reday, Elaine Ruse, Sal Sanders, Ken Schindler, James Stanger, Gary Swegan, Steve Taraszewski, Jason Thomas, Angie Urmson-Jeffries, Dr. Mark Vopat, Marilyn Ward, Christopher Wentz, and John Young.
Not Present	Brittany Bowyer, Catherine Cala, John Dalbec, Katrena Davidson, Susan Davis, Eddie Howard, Holly Jacobs, Sarah Kessler, Gloria Kobus, Jody Kraner, Loren Lease, Mary Noble, Lisa Reichert, Millie Rodriguez, Ron Strollo, Shannon Tirone, James Tressel, Bob Tupaj, and Alisha Yanniello.

AGENDA ITEMS

	Notes
CORRECTIONS	Email any corrections to Linda Frattaroli
PRESENTATION & INTRODUCTION of Department of Computer Services	**Presentation and Introduction to first ITPP – EBOT -** *Given by: Rick Marsico, Director – Computer Services* – The committee membership has been expanded to include additional areas served by ITS. The agenda has been modified to include the presentation of major initiatives and provide opportunity for members to review and discuss the project inventories. Members will be afforded the opportunity to communicate operational activities whose impact may extend beyond departmental boundaries and require changes to existing IT processes or necessitate requests for new services. The current organizational chart for Computer Services and major project highlights were presented. Reviewed Computer Services Request (CSR's) and task lists. Went over inventory of new requests and checked CSR's for accuracy for each Banner system.
PRESENTATION AND TECHNICAL DISCUSSION / (Jason Thomas)	Jason Thomas, Database Administrator (DBA), provided an update on the Personally Identifiable Information (PII) initiative. The DBA group is building a process to scramble all social security numbers and date of birth in all of the testing databases and in Banner Production they will implement masking so that only those who need to see social security numbers and date of birth will be able to do so going forward. Phase 1 has been implemented and completed and Phase 2 should be done some time in 2016. The next project is Banner 9(XE), the new Ellucian architecture; Banner 9 has been identified as a prerequisite for year-long registration. Preparations for significant Banner module upgrades are also in the works.
RECRUITER PRESENTATION AND DISCUSSION / (Lori Hinebaugh) Technical Lead Analyst	Sal Sanders announced March 23, 2016 as the go-live date for Ellucian Recruiter.
ITS OPERATIONS PRESENTATION AND DISCUSSION / (Troy Cross)	Troy oversees three areas: 1) IT Operations Support (ITOS), 2) Network Telecommunications (Telecom) and 3) Network Architecture & Engineering (NAE). ITOS, where Troy oversees an operator on day shift and one on afternoon shift. We normally have coverage Monday through Friday 7am to midnight. Telecom, where Mike Caldwell is the supervisor, takes care of

	telephones, network closets and switching equipment. He has four technicians. NAE, where Dave Kitt is the Associate Director, currently has four filled positions and two vacancies. The Systems Engineer vacancy will be filled in January 2016. One of his positions, Software Specialist 2, will be lost when Doug Sewell retires at end of this year. This area takes care of server administration, keeping them up to date, applying the firmware, applying operating system upgrades, and designing and implementing network schemes on campus. We were Cisco only network. As we are looking at buildings, we are now replacing them with Brocade networking equipment which is less expensive and provides us a better solution. Some of the major projects underway are the Melnick Hall renovations with our new network redesign including Wi-Fi, Telephone, CCTV, and putting in Access Control systems similar to those on the fourth floor of Meshel Hall. Our new wireless vendor is Ruckus. Much of the CCTV system was taken over a year ago in October 2014 by NAE. The consolidation was done with the existing disk and existing security cameras using the Bosch proprietary systems. NAE addressed existing cameras on campus and added and implemented 60+ new cameras in Maag Library and Rec Center. Another ongoing project is the web server. We were allowing non-centrally maintained web sites to be on our primary web server and the administrators of these web sites were not keeping the versions of their software up to date causing security exposures. So, we are moving their content to other servers. John Dalbec is also working with Ellucian on the Banner Recruiter project. There are still ongoing network renovations on the third floor of Moser Hall and also at the Salata Complex. We are replacing obsolete networking equipment. The Windows 2003 Server migration project to Windows Server 2008 or 2012 is on-going. We are looking to move SQL/Oracle database to a SSD array that we recently purchased. A more recent project for CCTV was on campus core after the rock incident. The university is trying to get more cameras located outside. Facilities has a power outage scheduled for Monday, December 28 and Sunday, January 3, 2016 and this time will be used to bring the systems down for updates, upgrades and re-cabling. There will be an announcement sent regarding intermittent application outages including Banner INB, SSB, Internet, portal and web servers. As part of the Melnick renovation, there is a new wireless vendor being looked at called Ruckus and we looking to expand it use as other building's networks are redesigned. We are currently using Cisco for wireless. When the need arises to replace Cisco gear, we will be going with Brocade instead. Troy also wanted to mention that the ITOS staff also takes care of the Verizon wireless cell phone accounts and may contact them for support.
MEDIA & ACADEMIC COMPUTING PRESENTATION AND DISCUSSION / (Michael Hrishenko)	Michael Hrishenko, Director of Media & Academic Computing (M&AC) presented the document on Academic Initiative for 2016. The department may be known by the subgroups that consist of Campus Technology Support (CTS) team that assist with on-site visits through the work order process and is currently staffed with eight members. Electronics Maintenance Services (EMS) team are involved with technology related hardware repair with computers, printers, and projectors and mostly technology related hardware and lastly are composed of the YSU Tech Desk which is first point of contact for questions, problems or concerns and consists of three staff members. The Tech Desk takes calls from students, faculty, and staff and it amounts to 28,000 requests per year filled at the Tech Desk or EMS. CTS support team has facilitated and consolidated operations and moved EMS from Moser Hall and consolidated the rest of the team in Cushwa Hall and freed up 3200 SF of space for the academic department. The department is constantly looking for ways to deliver better services to campus. The implementation of desktop management allows Tech Desk staff to visit the computer remotely by installing software or updating an application without having to physically be at the location. This has improved the ability to deliver services and to have a more automated, technology-based and improved PC processes.
INFORMATION TECHNOLOGY SERVICES (ITS) A PRESENTATION ON NETWORK SECURITY / (Ken Schindler)	Ken reported on three items to remember about network security. Network security consists first of proactive means putting policies and appliances in place to stop viruses, malware and any other form of insidious things to happen to our network whether it is a denial of service (DOS) attack and various Trojans that are attempting to knock out the network and workstations. As part of the proactive practices, we are trying to improve our policies and procedures to improve security and that includes password changes. The next is the reactive means and in doing a brisk business behind the scenes for open records requests and eDiscovery requirements that have started up since 9-11. For the past year we have been without an Information Security Officer, (ISO) and Ken formally introduced the newest ITS staff member and Associate Director/ISO, Christopher Wentz who began his employment November 1, 2015.

1.	**Registration & Records (/Tim Kovaleski)**	No issues to report.
2.	**ERP / Open Source / (James Kleeh)**	No issues to report.
3.	**Athletics / (David Hinkle)**	No issues to report.
4.	**Human Resources/ Employee Processing Center (Jennifer Lewis)- Also Reporting for (Alisha Yanniello)**	Jennifer reported for Human Resources (HR). There is a need for another patch that is coming out on Friday for the Affordable Care Act (ACA) that provides updates for ACA functionality and gives the ability to send forms to the IRS to report on hours worked for the employees whether or not insurance coverage has been offered. Alicia asked to mention that she will need to work with Troy Cross on Evisions and possibly have a test with Computer Services Operators to be sure the printing of the 095C forms that will show how many hours employees worked and whether or not insurance coverage needs to be offered. They are also in the process of moving to file uploads for benefit vendors. Alicia plans on looking into opening up Self Service for benefit enrollment for employees will be coming out in the near future; however, there is no timeline on this and Alicia could not be here today and Jennifer will discuss her projects. They are also currently going through an audit by Packard Thomas for employees that were being transferred between departments and for Banner and third party security and looking to meet with data custodians to discuss their processes and document a process and how computer services are being changed. HR is also moving toward a process called ePAF, which is a paperless hiring process and will begin introducing this to new hires and will be moving this out very slowly in the beginning and focusing on specific employee groups. Also, with the ACA process, HR is no longer changing the current hire date in Banner for employees unless there is more than a 26 week break in service. If you have reporting tools that run off the current hire date, it is recommended to take a look at the reporting tools since there will be a CSR request to modify these reporting tools and if anyone runs off the current hire date, it is noted they will no longer be changing these as they did previously. For the verification of employment, they have introduced corporate cost control from Employment Verification so they will no longer be going through the HR department. On the HR and payroll website there is information/ instructions on how to go about the electronic verification of employment process. Also, HR in conjunction with ITS, now has a secure file upload for documents that need to be sent to HR Department E-mail address is provided on website in the event you don't want to send correspondence through the regular e-mail system.
5.	**Enrollment Management (Gary Swegan)**	Gary voiced no specific concerns within the area for which he is representing, but had a question in regard to prioritization process of new projects. Rick addressed this by indicating that they do receive mandates from Tod Hall leadership team that come down through Ken Schindler. To give an example, the Recruiter initiative is an important initiative for the university. They also have to deal with state and federal mandates and must meet date requirements. The main issue and number one priority which are production issues dealing with problems requiring immediate attention is when systems are down. Besides the mandates, the date driven priorities, there are also high-priority needs identified by the user community within their own subset of projects.
6.	**Office of Admissions – (Chrissie Hubert for Sue Davis)**	There are no issues to report and either Sue Davis or Jody Kraner will be in touch if any arise.
7.	**Office of Student Success (Mike Reagle)**	No issues to report.
8.	**Office of Multicultural Affairs (Sylvia Imler)**	No issues to report.

9.	**Provost/Vice President for Academic Affairs (Dr. Martin Abraham)**	There was a question regarding the implementation of Banner XE and if there is any update on the new Banner system which is a critical step in moving forward and seems to be on hold. Jason Thomas explained that the test environment is running and student modules are installed and running. Jason was pulled off the project to work on Recruiter and was unable to spend the time needed to work on Banner XE. Over the next month, the plan is to go through and run tests with the Student area and set up a date to get it into production and move onto the next system (HR) and hope by the beginning or mid- summer the module will be up and running and put into production.
10.	**WCBA – Marketing Department (Dr. Peter Reday)**	No issued to report.
11.	**Director/ Kilcawley Center (John Young)**	No issues to report.
12.	**Finance (Mary Lou Castner)**	Mary Lou reported that Finance is working together with the Bursars Office, ITS Department, and Budget Office in order to implement the transition from our current Chase bank to PNC Bank and will be implemented by end of January or the beginning of February 2016.
13.	**Dean /College of Graduate Studies (Dr. Sal Sanders)**	Sal wanted to acknowledge all the work done on Recruiter project and extended a thank you to Lori Hinebaugh and Bob Forchione for all their hard work. Sal also had a question for HR department and wanted to know the status regarding the online Employee Evaluations for ACE employees. Jennifer responded by indicating that they are currently testing the processes and will introduce the majority of the employee groups at the same time. They are behind schedule since the vendor did not deliver in the timeframe in which they had promised and had to start from scratch to change the Oracle form uploads. Rosalyn Donaldson will plan to offer training after the first of the year since it has been some time since the employee groups were trained on the forms. It requires a job description upload and they are in the process of finalizing and updating some of the revised job descriptions in the system and hope to move forward with that soon. There will be an announcement from Training Development on the exact dates.
14.	**Webfocus Administrator/ Reporting/BI (Jim Hanek)**	The major project underway was the WebFocus 8 conversion. There were a few issues to iron out with the server and the new test system and finally got it stabilized and waiting on our vendor and have a few more visits scheduled to address the reporting environment for both management reporting and desktop software, and hoping to have it by early 2016. There will be some changes on the management reporting side; however, the desktop software should be transparent for what is being used today.
15.	**Systems Analyst 2 / Computer Services (Bob Forchione)**	No issues to report.
16.	**Systems Analyst 2 / Computer Services (Lori Hinebaugh)**	No issues to report.
17.	**Manager of Training & Development / HR (Rosalyn Donaldson)**	There are a number of innovation projects coming out of the office of Human Resources including Employee Performance Review project which they will follow up on. Rosalyn is involved in the Recruiter, WebFocus, and performance management module for Human Resources which are all significant projects. There is a posting available in the Office of Training and Development which turned into a failed search. In the beginning of January, 2016 the process will begin again to search for a candidate. There are some significant projects and significant needs for someone to develop the new material and to present it and they are working together to get everything done.
18.	**Information Security Officer (ISO) / (Christopher Wentz)**	Chris has been currently on staff for five weeks and thanked everybody for welcoming him to YSU. He will have a list of concerns and issues for our next gathering.
19.	**Associate**	No issues to report.

Professor /Philosophy and Religious Studies Also: Chair for Technology for University and Academic Senate (Dr. Mark Vopat)	
20. Financial Aid / (James Stanger)	James reported that Jason Thomas will have the new year release at the middle of January through March, 2016 and will have a couple of releases are due to be coming out.
21. Director of Financial Aid / (Elaine Ruse)	No issues to report.
22. Budget Office Academic Affairs / Provost & VP (Marilyn Ward)	No issues to report.
23. Systems Analyst Office of the Bursar / (Jonathan Jenyk)	Jonathan is working along with Mary Lou Castner, and they are currently transitioning from Chase Bank to PNC Bank and working to have it completed soon.
24. Systems Analyst - Computer Services / (Dennis Konik)	Dennis is working on projects with Human Resources and with Alumni/Engagement, Pam Balent, and is also working on PNC Bank conversion and started preliminary testing of file transfers.
25. Data Administration Specialist – Office of Alumni/ Engagement (Pam Balent)	Pam is working Alumni/Engagement, formerly Development, and is trying to learn the Membership module without any formal training and digging through old Banner information. She is also working with Dennis and Maureen to review the life- member's payment process and set up billing in order to increase funding for the General Fund because memberships all go to the General Fund. They have successfully completed the first membership appeal to 50,000 alumni and had a great response and will probably be doing this again next year. They are working to retain the alumni membership and recapture that money next year. The other major focus is working with Dennis /Student and creating the personal alumni e-mail address so that it does not interfere as to whether you are a student or an employee, etc. and this will be enable one to e-mail alumni using their own preferred method involving another conversion.
26. Director – ITS Operations /(Troy Cross)	Troy reported on the year-end activities in January, 2016; the ITS Operations staff will be working on printing 1098 and W-2 forms.
27. Distance Education (Millie Rodriguez)	No report given.
28. Faculty (Loren Lease)	No report given.
29. Institutional Research/General Person (Steve Taraszewski)	Steve had questions on what the codes mean with Clean Address records. There is a combination of 29 different address rules and address types and wanted to know what the codes mean. He is going to send an e-mail request for more information. There are multiple records of the same address being created. Steve also asked about what the status of the Wiki Server that was administered by Doug Sewell and was in the process of identifying an alternative and perhaps moving to a different platform. This will require more investigation to determine if it meets their needs and pricing. As of now, no decision has yet been made. There will be follow up for the next meeting.
30. Graduate Studies (Angie Urmson-Jeffries)	No report given.

Office of the Provost /(Kevin Ball)	The new electronic catalog will be implemented in the Spring and Kevin is working with a vendor and Mary Noble and will collaborate with Human Resources. The target date to be set for the 2016-2017 catalog to be rolled out in Fall.
31. MyYSU /Luminis Portal - (Bob Tupaj)	No report given.
32. Payroll (Lisa Reichert)	No report given.
Office of Marketing &Communications/ (Ron Cole)	Ron and Ken Schindler that he and Ken and he have been looking into how to more effectively send out e-mails through YMES mass e-mail system and are continuing that dialog and plan to come to a solution within the next few weeks.
33. Alert System	**Open Discussion**: Ken was asked about the status of the YSU e-mail alert system. Ken explained that Rick manages the contract and Chief Beshara essentially runs the system and they are in the process of bringing up a new system called RAVE that is more commonly used in the state of Ohio and will phase out the current WEN system. In January, 2016 there will be alerts from WEN system telling you to sign up for new RAVE system. Chief and Shannon Tirone along with Marketing and Communications to do a complete campaign starting in January, 2016.
NEW BUSINESS	Rick announced the date for the next meeting and that the location is to be announced.

New Action Items / Issues	Owner	Due Date	Status
1. IT Project Prioritization	Rick Marsico		
Prior Items / Issues	**Owner**	**Due Date**	**Current Status**
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Next Meeting – **Wednesday, March 16, 2016** at **1:30 p.m.** - Conference Room -**TBA**