Senate Computing and Information Technology Committee
July 28, 2020 – 2:00 PM
Room 717 CL by Zoom

Attending: Michael Spring, Mark Henderson, Adam Hobaugh, David Atkinson, Gosia Fort, Mike Colaresi, Irene Frieze, Kenny Doty, Stacie Gabriel, Kimberly Barlow, Michael Arenth, Andrew Labuda, Jeffery Rhoades, Danielle Gruen, Monte Ciotto, Kimberly Phillips, Ralph Roskies, Arif Jamal, Susan Sereika, Susan Jones, Alex Labrinidis, Anthony DiGregorio

Approval of the Minutes: Minutes from the June 10, 2020 meeting were approved as mailed with no changes.

Items of New Business: none

Chair's Report:
- Spring indicated that there had been a significant number of emails to the committee over the past month. All have been responded to – some to a conclusion, others with more information and a plan for action. This was a large number given past experience. These included:
  - SPSS License Issue (Balaban/Research)
  - Computer Purchase Issue (Murtazashvili/Post Docs, Grants)
  - Box migration questions (Weinberg, Potluri/Research):
  - Canvas conversion (Sereika)
  - Help Desk accessibility (Salcido)
- Spring indicated that the primary focus of this meeting was to check on active issues pertaining to opening for the fall semester.

Pitt IT/CIO Report
- **Michael Spring: Do we believe everyone will be ready in three weeks and that we'll have no major issues/breaks for teaching?**
  - Adam Hobaugh: We've all had concerns with the amount of work that needed done within the short time frame, but we're really happy with how everything's going and with what we can provide. Training and education will be offered to all of this very soon.
  - Mark Henderson: We still have some supply-chain types of challenges out there since every university in the country is trying to make the same kind of pivot at the same time. 80% of classes have been assigned to rooms but there are still 20% that need to be addressed. We believe we'll be able to outfit all of the classrooms for faculty and students after partnering with Radiant who have helped with building the classrooms into what they need to be. Given the hand we've been dealt, we're in a great place. We can always continuously improve though, so input is always important.

- Preparation for flex@pitt. It would be nice to take all the prep, all the feedback, all the questions, and boil it down to two summary sheets. I think the bullet points might include:
- Activated courses in canvas – how many have faculty looked at, how many in progress, how many MIA?
  - Michael Arenth: 950 faculty members were active on Canvas this morning. It's difficult to tell how many courses are being taught and by who.
  - Michael Spring: There were 840 some classes that still haven't been assigned to instructors and if we don't get this data for them, they're going to run into problems. I think we need to build some sort of mechanism to better the data/tracking of the faculty usage of Canvas.
- Number of Classrooms targeted for tech, number finished, dates installation expected, etc.
  - Jeff Rhoades: 160 rooms are being used for classes this fall. 80% of students are placed and 20% still need space. We're looking to install all 160 rooms and the list of rooms being used is included on the registrar's website. We have about 42 rooms installed thus far through Radiant. Things are going really well. We have 200 units purchased through them that are ready to install and we should have plenty of equipment left over once all of the rooms are installed.
- Faculty responding to last note about equipment, number requesting, number all set, etc.
  - Irene Frieze: We need an emergency IT line for faculty if there's any urgent issues that need addressed regarding the new equipment. We can't afford to have our issues resolved the next day or even hours later.
  - Kenny Doty: In rooms that radiant technology isn't being used in, who can we submit requests for assistance to? Can we purchase our own equipment for those rooms? Michael Arenth: There are opportunities to address this and we're working on it. There are forms you're able to fill out through our website in the meantime.
  - Susan Sereika: Who should I contact if I have issues and don't know what space I'll be occupying? Adam Hobaugh: We have a contact list that we can provide you with for each classroom.
- **Discussion of Feedback on possible shift from Box.**
  - Mark: We pay approximately $242,000 for box. We're going to renew for one more year, but we've heard from box senior leadership that the cost will increase at least a million dollars. Due to the budget reductions as a result of COVID and the significant price increase, we need to transition away from box and move to OneDrive which already comes with our Microsoft Enterprise license.
  - Detailed comparison of box vs OneDrive -- esp. what box can do that OneDrive can't.

- Andrew Labuda: This isn't an exclusive situation; this is going on everywhere within higher ed. People have already started the transition elsewhere and there are regular meetings occurring with other universities to discuss strategies.
- Problems with transition to one drive – can it be automated? What can't be?
  - Andrew Labuda: There's about 4 or 5 features in box that OneDrive doesn't have; FTP access, e-mailing to folders, folder requests, vanity URL's. However, there are solutions to these problems. Microsoft has products such as Forms which allows you to attach documents and send them to document libraries rather than sending them drop box style. Also, we have a service that will allow you to create a vanity URL and will allow you to create a folder in OneDrive. It has the same functionality it's just not as cut and dry. We're looking at strategizing users and seeing what's driving them to store significant amounts of data (API, critical research, etc.) After this, I want to create a feedback loop to dissolve some of the noise into solutions with actionable items. FTP is really the only thing we have to find a solution for, though it's very minimal considering how many people utilize this.
  - Michael Spring: It's important to communicate with faculty that we have 6 months to a year to mitigate any of these problems. It would be great to have a simple one-page sheet to see where the rubs are going to be and whether there are workable solutions.
  - Andrew's area sent out a Qualtrics survey and is hoping people will utilize this to express their concerns. Michael asked that we keep this open until at least until it's written in the University Times.
  - Alex Labrinidis: We should look at additional software for people who are interested in a drop box style way of sharing files.

- **Review of progress in anti-virus software installations.**
  - Where are we with faculty?
    - Adam Hobaugh: We have a total of 10,300 and some change devices that have been enrolled which is the most we've ever had. Only 450 endpoint devices are left. We expect to be done with this shortly.
  - Where are we with students?
    - Adam Hobaugh: There's no real way to track this with students but we've heard no complaints from them thus far.

The meeting was adjourned at 3:00pm.

Draft minutes submitted for review by:
Stacie Gabriel/Michael Spring
July 29, 2020