

University of Pittsburgh Senate Computer Usage Committee (CUC)
Friday September, 29, 2017

Attending: Walton, Costantino, Gross, Jamal, Doty, Arena, Labrinidis, Wisniewski, Frieze, McCall, Spring, Roskies, Patel, Babichenko, Yarger

TOPIC	DISCUSSION	ACTION TO BE TAKEN
Call to order		
Welcome and Introductions	New members of the group include Ralph Roskies, Krishani Patel, Dmitriy Babichenko, Jackie Gross and Young Lee.	
Introduction to Faculty Senate's new Faculty Affairs committee	The new standing committee on Faculty Affairs will encompass issues pertaining to faculty affairs including: faculty development (e.g., leaves, travel allowances, internal grants), faculty performance (e.g. contracts, annual evaluation, compensation, appointments and promotions), faculty engagement (e.g. community service, committee appointments, administrative activities, involvement in governance), part time faculty issues (e.g. access to technology, access to libraries, benefits), and other similar faculty issues that might arise	Assess common goal partnerships between CUC and FA.
CSSD Updates	<p><u>Multifactor Authentication</u> Integrating MFA into Pitt Passport single sign-on has been a significant success.</p> <ul style="list-style-type: none"> • More than 66,000 unique users across all five campuses, with nearly 76,000 registered devices. • The number of compromised—one of the largest challenges facing CSSD—from May through mid-September, have fallen by more than 92 percent compared to a year. • The outstanding items like departmental apps and the outlook client that need to move to MFA are a work in progress 	

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	<p><u>New Guest Wireless</u> Guest wireless was upgraded to a cloud-based provisioning system in time for the start of the new term.</p> <ul style="list-style-type: none">• Faculty and staff no longer need to contact the Technology Help Desk for most requests• Self-service and available 24x7, 365 days a year• Now available for students to sponsor their parents, siblings, or friends visiting campus <p>Usage stats since implementation on 8/27 CM:</p> <ul style="list-style-type: none">• 9,960 total device authentications• 341 student-sponsored guests• 1,057 total unique sponsored guests (includes faculty/staff) <p>Q. Bulk sponsor available?</p> <p>Y. Yes</p> <p><u>Upgraded ENS and NotifyU Alert System</u> CSSD recently completed work with the Office of Public Safety to implement a new Emergency Notification Service (ENS). This is also the system that controls the NotifyU alerts. Everyone at the University is subscribed to receive email alerts from ENS, with the option to add phone numbers for text and/or voice notifications. In addition, students,</p>	
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	<p>faculty, and staff may opt-in to NotifyU updates set-up by University departments to provide short, 140-character updates via text and and/or email.</p> <ul style="list-style-type: none">• 67,661 registered users• Police put the new ENS system to use during the recent flood caused by broken sprinklers in the Cathedral—delivering 33,569 text messages in just over three minutes and 57,107 emails in just over two minutes. <p>A companion Rave Guardian app for smartphones has been added to the Pitt App Store in conjunction with the new ENS system. It provides a number of features to enhance campus safety—including:</p> <ul style="list-style-type: none">• Adding profile information for transmission to police during an emergency call• The ability to send text messages with attachments to police• A safety timer that alerts friends when you are alone in an unfamiliar place <p>There are 190 Guardian mobile app users to date.</p> <p><u>Retired Staff Email</u></p> <p>Through the collaborative efforts of CSSD, the Staff Association Council, and the Office of Human Resources, the University added e-mail account access to the benefits offered to our staff retirees.</p> <ul style="list-style-type: none">• Went live on June 1 and 16 staff have used the service to date• Retiree email accounts will only be provided to those who meet the University’s definition of retirement eligible.• The account must be specifically requested by the employee during the exit interview.	
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	<ul style="list-style-type: none">• Each Responsibility Center must approve retention of the existing account for staff within their Center.• An out-of-office message—indicating that the individual is no longer employed by the University—will be placed on the account for a minimum of six months. <p><u>Read Green Update</u></p> <ul style="list-style-type: none">• During FY17, we had a total of 312 Read Green requests.• Those mailings had a combined total of 3,809,486 pieces, of <i>which 96 percent</i> (3,673,886) were distributed electronically.• The amount of paper saved during this time was over 18 tons). <p>Discussion on cost, lack of repository and possibilities of analytics reports per mailing. There has been some resistance to using Read Green by those who feel that the Read Green indicator prevents individuals from reading the communications.</p> <p><u>Electronic Lab Notebooks</u></p> <p>In April 2016, CSSD introduced a cloud-based service for Electronic Lab Notebooks (ELN) for use by faculty, students, and staff as a digital alternative to traditional paper-based lab notebooks. The University’s Enterprise License LabArchives provides access to both Professional and Classroom Editions.</p> <ul style="list-style-type: none">• <u>The Professional Edition</u> is for principal investigators, lab managers, post-docs, and other staff to organize and manage all laboratory data safely	<p>Ongoing discussions about cost, possible repository and analytics reports.</p>
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	<ul style="list-style-type: none">• <u>Classroom Edition instructors</u> can use electronic lab notebooks for classroom instruction and course assignments. The enterprise license provides for unlimited users, unlimited number of notebooks, unlimited storage and most-favored pricing through the Internet2 Net+ program. <p>Usage:</p> <ul style="list-style-type: none">• As of September 28, we have over 4,000 active accounts, compared to just over 2,000 active accounts in September 2016• There are <u>5,090 electronic lab notebooks in the system</u> using 378 GB of storage in the cloud-based servers.• For the month of September 2017, there were over 16,300 sessions (logins) logged by LabArchives from Pitt users. (September 2016 – 6,900 sessions)• Strong demand from students using electronic lab notebooks assigned by instructors for course work. <p>Chemistry is the largest user of the Classroom Edition and they have four pilots underway to determine the effectiveness of using it for very large undergraduate courses.</p>	
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CSSD Report	<p><u>Enterprise Relationship Management</u> After an extensive selection project, the University has identified Salesforce to be the base platform to support the University ERM. Two projects are underway to implement the ERM for the Pittsburgh campus:</p> <ol style="list-style-type: none">1. CSSD is working closely with OAFA to replace their outdated undergraduate recruiting system, which will serve as the base for recruiting for other admissions offices in the years to come. <p><u>Q Will this replace Advance?</u> <u>A) Ongoing discussion.</u></p> <p><u>Pitt Mobile</u> The Pitt Mobile icon-based user interface has been in use since Pitt Mobile's inception in 2010. CSSD recently gathered input on new user interface design options and reevaluated the content being delivered via Pitt Mobile. Based on this feedback and site metrics, it was decided to update the current interface instead of replacing it with an entirely new alternative. An updated design with modules reordered from most- to least-used launched on May 21. Use of Pitt Mobile continues to climb because of these updates and increasing use of tablets and smartphones.</p> <ul style="list-style-type: none">• From July 1 through Sept. 27 of this year, the number of sessions have increased 31.65 percent (57,941 vs. 44,012) among ALL users over the same period in 2016.	<p>Additional information will be provided as progress continues.</p> <p>CSSD plans to transition OAFA recruiting to Salesforce before the end of 2017. CSSD will conduct discovery sessions and begin a project for Institutional Advancement early next year.</p>
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	<ul style="list-style-type: none">• Sessions by NEW users increased by 92 percent (11,346 vs. 5,901) year-over-year during the same period.• Besides the homepage, the most visited modules are My Academics, Events, Dining Halls, and Laundry Rooms. <p><u>PeopleSoft Managed Hosting and 9.2 Upgrade</u> This initiative will migrate the University’s instance of PeopleSoft to vendor hosting and concurrently upgrade to Campus Solutions 9.2. Once the contract is signed, the project should take approximately seven months and be complete next summer. Upgrading to Campus Solutions to 9.2 will provide the ability to uptake new features and functionality, as well as position us for the adoption of PeopleSoft's responsive and modern user interface.</p> <p><u>Learning Management System (LMS) Assessment</u> In February 2017, CSSD and the University Center for Teaching and Learning initiated a project to assess the LMS market and recommend a future direction. An LMS Assessment Committee, with broad representation from across the University, was formed to assist in the process.</p> <ul style="list-style-type: none">• The project team has conducted 11 critical requirements session on three campuses and identified 963 requirements, strengths, weaknesses, and challenges.• Three vendors responded to a May 2017 RFI process—including Blackboard (Blackboard Learn), D2L (Brightspace). and Instructure (Canvas).• Each vendor visited Pittsburgh for a one-day demonstration and provided references.	<p>PeopleSoft upgrade should take approximately seven months and be complete next summer.</p> <p>An RFP has now been released to all three vendors, and recommendations from the committee will be completed by the end of 2017.</p>
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	<ul style="list-style-type: none">• An RFP has now been released to all three vendors, and recommendations from the committee will be completed by the end of 2017. <p>Q) Were other LMS products assessed? A) Yes but Blackboard, D2L and Canvas met all criteria.</p> <p><u>Skype for Business</u> CSSD is currently moving faculty and staff phone numbers from the traditional voice service to voice over IP-based Skype for Business. This involves migrating telephone extensions from the University's dedicated Avaya voice system to the Microsoft PBX. Progress to date:</p> <ul style="list-style-type: none">• To date, CSSD has trained approximately 380 users over the course of 26 sessions• Nearly 2,500 individuals have been migrated across 35 Responsibility centers and 205 departments• Since April, migrated users have place 589,914 audio calls and streamed 681,146 audio and video sessions, for a combined total of 2.15 million minutes. <p>Discussion on known issues, issue that have been resolved and experiences from members who have transitioned.</p> <p>Q) Is there blockage similar to PBX system? A) Ongoing evaluation of the system. Updates will be shared.</p> <p><u>CSSD Strategic Plan and IT Plan for Pitt</u></p>	<p>Roll out will continue thought the year. Continued work with Microsoft to address issues.</p>
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	<p>CSSD is finalizing a strategic plan that will guide technology initiatives in support for the Plan for Pitt over the next several years, as well as a companion IT Plan for Pitt to provide IT guidance across all University units.</p> <p><u>ScareHouse</u> Cyber Security ScareHouse takes place at the William Pitt Union, on Tuesday, Oct. 31, from 11 a.m. to 3 p.m. Interactive theme areas include Ask the Expert, Awareness & Response, Copyright (staffed by Student Conduct), Password Worst Practices, Privacy and Open Source Intelligence, Recent Threats, Theft Recovery, and Wheel of Security</p>	<p>Will share Strategic Plan during a future CUC meeting for discussion and feedback.</p>
<p>Center for Research Computing (CRC) Update</p>	<p>CRC has become part of Sr. Vice Chancellor for Research's portfolio.</p> <p>Since CUC's last CRC report, updated architecture, larger memory systems and new equipment have been added.</p> <p>Two new hires are planned: Coordinator of Outreach and Communications and Big Data Consultant</p> <p>Q) What level of employment for the Data Consultant? A) Research Faculty Position</p> <p>The CRC continues to expand training and services to all researchers including those who may not traditionally use research computing resources such as the previous SaM and CORE computing services</p>	<p>For additional information please see https://crc.pitt.edu/</p>

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<p>New Business and agenda items for 2017/2018</p>	<ul style="list-style-type: none"> • Data life cycle at Pitt and how that will evolve in the upcoming years • Box and Microsoft OneDrive use for Human Subject Data • Development and implementation cycle for app based research gathering tools • Better model of coordination from faculty senate committees to administration to create input and partnership earlier in the decision making process 	<p style="text-align: center;">Will be topics of future meetings</p>
<p>Meeting Adjourned</p>		<p>Upcoming Meetings:</p> <p>Friday, October 27th 10:00-11:30</p> <p>Friday, November 17th 10:00-11:30</p> <p>Wednesday, December 20th</p>

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		9:30-11:00 Friday, January 26 10:00-11:30am Monday, February 26 10:00-11:30am Friday, March 30th 10:00-11:30am Friday, April 20th 10:00-11:30am
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