

# IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



## Chairman's Notes

3:00 to 4:00

04/23/2013

CSE 507

**Members Attending:** Cromer, Fitzpatrick (Chair), Kirmse, Lander, Olson, Robinson, John Welk (for Fry)

**Others Attending:** R. Adams, Benjamin, Burdette, Madey, Miller, Moffat, Sallot, Sedesse, Troy Haynes

### 1. Chairman's Notes – from February 26, 2013

All

*No changes*

### 2. IT Service Management (ITSM) Project Plan

Rob Adams

Adams introduced Troy Haynes as the ITSM Project Manager, and then referred to the project web-site for more details: <https://connect.ufl.edu/it/Projects/69248/>

**Slide: "ITSM High Level Project Timeline"**

<https://connect.ufl.edu/it/Projects/69248/Shared%20Documents/Project%20Timeline/One-Page%20ITSM%20Initiative%20Timeline%205-9-13%20v3.pptx>

The project will identify needs during phase 1, and then evaluate ITSM tools during phase 2. Recommendations will be presented to SIAC, and then to the IT Policy Council. All of this will take about 6 months. Phase 3 will follow with ITSM Tool Implementation and Process Rollout. The implementation phase will be managed by Enterprise Systems.

Adams met with workgroup chairs and steering committee members, to talk about problems with the current system (Remedy). A Remedy Stabilization Project will proceed in parallel.

- a. Additional reporting capability is a recurring issue.
- b. Chris Easley (CNS) will be working with Adams on the stabilization project.

**Slide: "ITSM Project Structure"** <https://connect.ufl.edu/it/Projects/69248/Shared Documents/Project Governance/69248 - ITSM Scoping Project Structure 4-1-2013.vsd>

Major headings show the project workgroups:

- Service Desk
- Service Catalog
- Change Management
- Incident Management
- Problem Management
- Configuration Management
- User Group Communications

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- Solutions Design (Architecture, TCO, etc.)

Communication with user groups will be very important. Adams has asked Jodi Gentry to lead a User Communications team. This team is working on messages for communicating to various constituencies. For example: “Silos to Services” (services from customer point-of view); “Improving Quality of Service”; Visibility and Metrics.

### 3. Office 365 Project Plan

**Barb Sedesse**

- Steering Committee
  - First meeting will be Friday 4/26/13
- System Implementation
  - May - UF Computing Help Desk staff will get onto Office 365 first. As they learn to use the application(s), they will begin developing documentation.
  - June - Pilot groups will be invited to test drive Office 365 and provide feedback.
  - July - New students will be provisioned in Office 365, and existing students will be encouraged to begin voluntary migration from GatorLink to Office 365.
  - Communications team is building an informational web-site with FAQs.
  - Identity & Access Management (IAM) team is working on the details of provisioning.
  - UFIT/ISC (Security) is also involved, reviewing everything and providing guidance.
- Open questions yet to be resolved are:
  - Should we allow auto FORWARD?
  - Should we allow IMAP?

### 4. End-User-Storage Project Plan

**Barb Sedesse**

- Survey of User Requirements --
  - Currently working on finalizing the survey content
  - Takes about a month to gather and compile the survey results
- Evaluate Vendors and Products --
  - Cloud hosted options include: Internet-2 Box.Net; and Office 365 Sky-Drive
  - Takes another month to evaluate vendors and products
- Implementation Plans -- TBD
- Coordination with HPC -- to determine if there is any overlap

### 5. Network Services Updates

**Dan Miller**

- Eduroam -- Federated Wireless Access [<https://www.eduroam.org/>]
  - CIO Eldayrie requested CNS to provide eduroam -- allows visitors from other participating institutions to access UF Wi-Fi using their ‘home’ credentials.
  - Many of our peer institutions are using eduroam already.
  - Target implementation date is July 9, for the main campus.

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- Still discussing with Academic Health Center and UF Foundation.
- UF Housing need not implement -- similar to their policy on UFVisitor.
- Network Boundary Policy and Standards
  - CISO Rob Adams has seen a half-completed draft of the policy
  - Working with IFAS on deploying a MS Direct Access instance in the DMZ

## 6. UFDC Grand Opening

**David Burdette**

- 2<sup>nd</sup> (UF-owned) fiber path completed. Sys-Admins ready to begin deployment.
- “Make-up Tour” 3:00 PM Monday, April 29; Contact Burdette if interested.
- Grand Opening Event (“Ribbon-Cutting”): 4:30PM, Tuesday, May 7<sup>th</sup>.

**7. Next Meeting** – the 4<sup>th</sup> Tuesday from 3:00pm to 4:00pm – May 28 at CSE 507

## Additional Information:

- UF IT Governance Home: <http://www.it.ufl.edu/governance/>
- Shared Infrastructure Advisory Committee (SIAC) website: <https://connect.ufl.edu/it/SIAC/>