Middle Tier Committee

University of Wisconsin - Whitewater

Wednesday, May 3, 2017
3:30 to 4:30 p.m. | Andersen Library - 2005

Vonnie Buske	_x___	Jodi Hare	_x_	Katy Heyning	_____
Carol Miller	_x___	Lauree Miller	_x_	Elizabeth Watson	_____
Matt Aschenbrener	_x___	Elena Pokot	_x_	Lynsey Schwabrow	_x____
Elizabeth Hachten	____	Dir. Of Admissions	___	Claudio D'Agostino	_x____

AGENDA

1. **Review and approve February 1, 2017 meeting minutes** (handout)
   Most off the subjects are the same, so if you don't mind we are going to skip reviewing and continue on

2. **Projects for Next Quarter** (handout)
   Two project lists were presented: one (Handout B – 133 projects) is a full list of all projects, including backlog, web and departmental projects. The other list (Handout D - 67 projects) is an active project portfolio for AIS team. Claudio is working with his primary customers and distilled his projects from list B to list D. Completed projects were also presented in two formats: All (A) and AIS only (C)

3. **Software Development Lifecycle** (handout)
   Claudio is also changing how his team is addressing customers' requests. His team is transitioning to Scrum Agile framework from the waterfall methodology, when we worked on the entire project scope rather than breaking project into short deliverables cycles. With the waterfall approach customers had to wait for deliverables for a long time. Agile methodology allows to deliver smaller pieces more frequently.
   On the left side of the diagram the project owner is depicted. We receive a list of initiatives from each owner. Those initiatives are broken into different projects. In order to make sure we align work to the customer needs, we plan the next 15 days of work. We plan, measure, act on those 15 days, and it helps us deliver results faster.

For example, CEUS Data Validation project: the first task was to classify errors. Then, during the next 15 days, we work on 4 errors. We are trying to merge priorities from a variety of customers to one list we have to do in the 15 days. 90% of companies now using Agile. Essentially it entails redesigning what a project means. In Agile, big project is called an EPIC. Then there is a "story", which are little things that make up the Epic. Tickets such as bug fixes when something not functioning right, or services requests that were not planned are also added to the 15 days to make sure we get them done. So far it is successful because we are introducing it gradually into the way teams work.

Elena: all teams are mixing their workloads between new project work, (most of the projects requested) requests for service (repeatable process we've done before and can do again), and break/fix (it's not working). Success is when you achieve a good balance between the three. What Claudio is doing is achieving successful balance. Part of it is partnership with you all, so you help him set priorities, and he is transparent with you about what can and will be achieved, so there are no surprises on either side.

4. **BI project Status Update** (handout)

Regarding OBIEE, it is a UW System initiative, to replace Hyperion. Project goes until April 2018. Main goal, convert all queries to three different tools. We found that Hyperion was being used to make reports, using tool from PeopleSoft. Crystal Reports working going to BI Publisher. OBIE queries will be going to OBIEE.

Elena: each campus is focusing on student data, system is focusing on shared SFS and HRS queries, which they should be communicating to campuses. Vonnie: they are in some ways; they are just letting some things fall to the wayside because they think something is not important. Elena: if they are not meeting your needs, let me know.

Claudio: 558 queries identified, 417 will be removing. Based on usage, no one used in 2 years, confirmed with department. Next, split between queries. 47 to OBIEE, rest to PS and BI. MO, Don Wozniak, Steve Diesso. We are week and a half behind schedule. Mike is working behind the scenes, CD needs to work more with DW and SD to keep us on track. We have until Dec to migrate. Elena, since you have decided that 65 is PS Queries, can they start converting that at any time? CD, MO needs to finish some views, but mostly yes.

Elena to Jodi: Are your workers comfortable w the workload and able to handle with their other duties? Jodi, yes

5. **PeopleSoft 9.2 Upgrade** (handout)

The project has different phases, Phase 1 – July: Changing operating systems and main engine (people tools 8.55), no user impact. Critical work: we sent testing scenarios that you will have to use to make sure everything is running fine. Important deadline, tech liaisons are supposed to validate that these scenarios are fine by FRIDAY. If something is not there, it will not be tested and we want to avoid that.

QUA Environment: Target - July 5. Go/no go decision: July 31.

In the meantime, we are working on the upgrade of the system itself, to PeopleSoft 9.2. It is said this is the last software release PeopleSoft will allow to be implemented locally, after that the new releases will be offered in the cloud (rumor). Our goal is to reduce the customizations and leverage vendor functionality. Elena: Tina is working with your liaisons to make sure we verify customizations and replace as much as possible, I hope you encourage to take it seriously. Jodi, we just got a list to go over today, might be a

resend. Elena: we've gone through it many times to highlight functionality that was not previously available, and we want to make sure you are using that resource.

Jodi: In a couple weeks we are having Madison come in and showcase veterans' area functionality within PeopleSoft, to see if we can get rid of veterans' bolt-on. Also looking if we can get rid of advising bolt-on. Also self-service for app for graduation. That will take a lot of additional resources, maybe a year to get through. Elena: we are happy to work with you and to bring additional resources in, whatever you need, let me know so we can get there. Serious offer, we just need to get there. Thank you for taking this seriously.

6. **AIS Long Term Planning** (handout)

CD: this gives you an idea of more of the strategic thinking. The first line, all the projects from D. We will have to stop all the projects near the end of this year, because we need to freeze the environment for migration. Phire, is a change management tool. Summary: in a couple of months, you will be getting an email, which you can open and approve, so we have controlled change management. If we are audited, we have traceability. We have a similar process now, but it is a very manual process. We want to automate. We want to engage all of you in approval. Student Success and Data Warehouse. We have engaged in many discussions for DWH. Front end is OBIEE, not Hyperion. This is our long-term strategy.

7. **Security Policies** (handout)

Elena: During our last meeting we were in preparation phase for this process. Status update: we are transitioning to communication phase. You are the first communication channel. There are 5 policies approved by UW System (Nov). We've been working on reconciling our campus policies with UW System policies. Revised campus policies were approved by the Cabinet on March 27. UW System moved from policy development to implementation overnight. We have our implementation plan as well.

Authentication Policy - approved by cabinet. Consequence, password changing to 12 characters, sometime in June.

Data Classification Policy – information we need to gather from units about sensitive data they sore or use. We got responses from some units, not all. Now we will work with individual areas to either remove sensitive information or add MFA for access restrictions.

Awareness Policy – Every person who has access to high and medium risk data has to go through training. Phase 1: everybody who has access to sensitive data in WINS. Due date to start: instructional staff - Aug 20, non-instructional - July 1. Just like w sexual harassment training, emails will be sent to existing employees. Difference, access to resources will be restricted if training is not completed. We are going to put exception process in if needed, exceptions must be approved by their supervisor. Supervisor requests extension from help desk, but must be a good reason. Matt asked if this training is ready to go. Elena: we are revising; the base is the same training as used for those responding to phishing emails. Jodi asked how long the training will be. Elena verified, it is under one hour. Jodi clarified that it will only affect those who have access to sensitive information in WINS (Elena: all faculty who have access to other people's information). Lauree: how long is this going to be? Elena: we are reviewing, will know for sure after it is done. Matt: so when is this pushed? Elena: pushed July 1 for non-instr and Aug 20 for instr. Due 45 days after that. All new faculty and staff will be given 30 days.

Matt: does that need to be in somebody's contract? Elena: great question, <mark>will need to consult w/Paige</mark>. The compliance is only going to increase, but it is important. Elena highlighted the last bullet point "shorter version or refresher will be created".

The training requirement applies to student employees, but depends on what they have access to. Lynsey focused on 3rd from the bottom bullet, suggested providing a list to the Provost of only instructional staff, HR should get the rest. Elena, will ask about it.
Incident response - We have a process in place, need to develop a policy.
Acceptable Use- UW System wants to track agreement to comply. Interfacing into password change. Basically will have a check box to click, link to the policy. Jodi: not going to give required scroll down?

8. **Computrace Funding**
One of the things we worked very hard on this year is managing computer assets. Originally, when we started purchasing laptops, campus decided laptops life is 3 years. Every laptop comes with a 3-year license of Computrace. 3-year license was built into the chargeback. Turns out, average life of laptop is 5 years and 10 months, which means to be in compliance with Computrace we needed to buy additional licenses, but we were not charging back for them. That is why we had a high a negative balance in one of our 128 accounts. To address a longer laptop life we need to raise computrace cost from $65 to $110, how should we introduce this change? Matt: We can do it on any laptop purchased after July 1. Committee agreed, best way to do it. Vonnie, are we just assuming they would keep that laptop for 5 years? Elena, if the laptop gets surplused, we keep that license, we just reuse for the next laptop. Vonnie: My point was that the person returning their laptop won't get the credit back, so if the average lifecycle changes, we may need to adjust the cost.
ELENA, WE WILL DO ON ANNUAL BASIS AND I WILL REPORT TO YOU TO DECIDE IF WE NEED TO CHANGE COST

9. **Help Desk Survey** (handout)
Survey results exceeded Elena's expectations. Graph in upper corner. In addition to rating surveys, respondents can register complaint or compliment. We review all, pay special attention to complaints. Sometimes, it is about something we cannot change, sometimes, it is how the answer is given to the customer. The goal is to improve services, to mentor our students at the help desk and can see these things through their own eyes.

10. **Other Topics**
Next meeting is only date available three months out.
Thank you everyone for guidance, advise, good thoughts.
Next meeting – Wednesday, August 9, 1:00 pm