



University Technology Committee | University of Wisconsin-Whitewater

Tuesday, July 13th, 2021 | 1 pm to 2 pm | Webex

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|---------------------|------------------|--------------------|
| Matt Aschenbrener x | Sara Deschner | Karen Brueggeman x |
| Eric Loepp x | Frank Bartlett x | Kris Curran |
| Paul Waelchli x | Bob Mertens x | Robert Schramm x |
| Trisha Barber x | Patty Fragola | Elena Pokot x |
| Mary Acuna x | Austin May | Jeffrey Thomas x |

Agenda

1. Review June 15th, 2021 meeting minutes (handout)

a. Welcome a new Division of Student Affairs representative - Frank Bartlett

Frank Bartlett was unable to attend, Ken Powers and Elizabeth Watson attended in his place.

2. LTC Update (handout) (JT/KM)

a. Introduction, Jeffrey Thomas

Jeff: Welcome Week Programming is a preview of what LTC will be offering before the start of term. In particular, new offerings by Shane around Canvas training. LTC will also be offering new training opportunities as organized pathways. These are not sequential pathways and offer a lot of flexibility. These are also potential paths for collaboration with other offices, for example, CSD, etc. LTC is working toward better and more intentional uses of campus technology. In addition, LTC is developing an on-demand resource library for both instructional and non-instructional staff.

Kirsten:

- Outlook Webex Scheduler (made available 6/29) will facilitate meeting creation and administration through Microsoft Outlook. Information is available at [Getting Started with Webex Scheduler for Outlook](#).
- Webex Meetings 41.6 Updates - please see Connect IT draft.
- [Slido integration into Webex Meetings...coming soon!](#) This tool will provide in-meeting interactive Polling and Q&A without attendees having to open a separate web browser window or use their mobile device to answer. It compares to Poll Everywhere without quite as many features. A full Slido account will be included with our Webex subscription.
 - Elizabeth suggested reaching out to Student Organizations (via Kim Clarksen), FYE, and Governance Groups as potentially interested groups in Slido

integration. Eric Loepp also commented that Slido could facilitate voting for the Faculty Senate. **ACTION: Kirsten to follow up with these groups on this new functionality.**

3. Welcome Back Week (KM)

- a. College Visits - LTC reaches out to Deans to request time at their all-college meetings during WBW for general outreach. We're interested in your input, suggestions, feedback topics/needs that are important for the upcoming school year. How can LTC/ICIT best support this year's return to campus?

To give you a sense of what we've done in the past, at last years CoLS retreat, Nicole and Heather Pelzel presented generalized tips for preparing for and teaching the fall semester (e.g., different strategies for getting off to a good start, designing with flexibility in mind, planning for student engagement, etc.).

Thoughts for this year:

- Service Now Knowledge Base awareness -- have critical documentation and building more every day. Adding async programming and would like to promote these resources as well.
 - New LTC Pathways
 - Hybrid Workplace suggestions/training
 - Return to Campus resources/suggestions
- b. [Technology Open House](#) Back in person this year! Considering bundling a few of our booths in a Remote Teaching and Working area of the room. Any additional suggestions for topics/services/resources you think we should promote?

4. Student Technology Equity Program (handout) (EP)

Anonymous donor to the UW System donated funding for students. Surveys conducted to assess the greatest need indicated technology for students with financial needs/hardships. UW System launching the program in about a month so campuses can deliver laptops/devices for the fall semester. UW System working with Financial Aid departments on campus to identify students/determine needs. Students will fill out an application. Once a determination is made who is eligible for the devices the students will then be given laptops similar to the library lending program/Foundation Warhawk Emergency Fund. ICIT will get laptops, set them up, get them out to the students.

Paul: Will these belong to students or to the university? Joel: owned by the university. When a student leaves, they will go back to the university pool for the next student.

Elizabeth: With the supply chain disruption and computers taking 3-6 months on order will we meet the 1 month need? Are we ordering locally or is it the UW System? Joel: System working with vendors to secure laptops - they have committed to having these in university's hands in early August. Working with our supplier, Vanguard, so that works well for us.

Paul: There is a structure in place and they will make adjustments based on the new length of time, etc.; will be able to make workflows functional for it. Paul asked: in the implementation piece in terms of reimaging and security updates -- how will this be handled? Joel: an agreement is being created by the UW System so we can provide feedback on our specific needs. Once we see the initial student agreement, we'll be able to provide the feedback needed to address patching and other concerns/needs.

Elena: Happy that UW-W has a structure in place to handle it. Not the case on every campus. For us, it is adding to what we're going versus starting new.

5. Data Confidentiality Agreement Follow Up (MA)

Talked about this in the past for those who have access to high-risk data. Reached high level of returned signed forms: 89% of the 482 (all non-student employees who have MFA) initially contacted. About 20% of people who received it handled procedures for External Email--sending to a suspicious email, which is great! Security awareness campaigns are working! Moving forward, Mary is working with HR to make it part of the new hire packet so all employees sign from the start of employment. Those without MFA will complete it when they get MFA for the first time.

6. Connect IT (handout) (KM)

There will be a few additions: a teaser about Slido to the Webex updates and some information about Windows 10 build to replace July Patching information.

7. Computing Environment (JK)

a. Windows 10 Builds

Recently completed a project to get off of Windows 7, so we're on to the next project. With Windows 10, which is a software as a service, there isn't a new version every year. Those builds are supported for different amounts of time. They also have different supported timeframes. Need to keep those builds up-to-date. Once one is expired, we go through an update process. We'll be putting together a plan for the updating process and what it will look like for users. Working with Help Desk. Schedule time with a help desk that is convenient for them to have the device updated -- set up a time remotely from on campus to do the update. Once complete, that is all that is needed. Moving forward as builds expire (need to get to baseline before we can automate the update process). Adding to Connect IT and in other ways as well. Initial feedback:

Elizabeth: When are we rolling out to O365? Is this related? Joel: not specifically related. O365 process is in process. EP: The approach was to transition student accounts first, and then deal with employees and shared accounts, etc. Originally summer was targeted to start that process but a vast majority of ICIT resources have been shifted to UW System Security compliance. That will wrap that up in August. After that, staff will be refocused on O365 after security compliance has been completed. **ACTION: Elena made a note to put the O365 update on the agenda for the August meeting.**

Elizabeth: As part of that process, will ICIT look at some of the institutional needs like project management, etc.? EP: Part of transitioning to O365 includes a new licensing arrangement. Joel spent a lot of time figuring out licensing. Some products can be licensed at higher levels.

Potential for some of those applications, but we have to look at our environment as a whole (for example, that we're not running Microsoft Azure, etc.) mean there are things that are not possible. Yes, we'll evaluate what is available, and what is possible in our environment.

ACTION: Elena noted to work with reseller or MS to see what is available, what we need, what is needed to make it happen, etc. Open to having conversations about engaging people who know more about this in terms of knowledge transfer to see what it takes to make products available.

b. Browsers

A few months ago we discussed IE and Microsoft has simplified this for us. Starting with 2004, Microsoft builds no longer include IE. There are still some applications that utilize IE like ImageNow and WebNow that Joel and his team is aware of and working to make sure there is a transfer of requirements to make sure they work with something that is supported. Joel looks to have a determination next meeting as to the 2 standard browsers we'll support. Still getting usage items to determine what those two browsers will be. IE will be going away.

Karen: WI Immunization Registry - there's a permission in IE but there isn't that permission setting in Chrome so you can't get into the WI Registry without that permission setting.

ACTION: Joel will work with Karen to look at that setting when his team deploys their new computers to find a solution.

Trisha Barber: Cannot process checks for university unless use IE. Cannot change browsers until October due to the needs of the UW System. Joel: We may need to delay updates for some computers depending on these needs, this is fine. And they will be able to reimage computers as needed with old build to make sure they can use IE for Financial Services.

EW: Should we do a survey on campus to see if other offices have applications that need IE?

JK: Great idea, draft something to go along with Windows 10 upgrades. **ACTION:** Joel/Kirsten will develop a survey to ask users to let us know if they use an application for essential business needs that is dependent on IE so we can defer the Windows 10 upgrade for computers.

Elena brought up Security Awareness. Recently, she received approval from the cabinet to disable access to computers for non-student employees who engage with phishing emails. A highly successful program to get most employees to take training--only needed to disable access to computers for 7 people. The issue now is that there is the same requirement for student employees (only 25% of student workers have not complied (~300) with security training requirements). We cannot take the same approach because they don't have specific computers to lock them out of. Elena sees two options:

1. Work with supervisors to inform them that if students don't comply there will be consequences.
2. Make security training a condition of their employment.

Elizabeth: This would be important for the Student Affairs workgroup. Wouldn't want to jeopardize student employment and ability to get paid. She suggests work with HR to get them to help get students to take security training since the results of training completion are reported in HRS. Involve someone from HR to help us understand who has completed training. HR will need to manage this task. "Congratulations, you're hired. Here's your checklist..." and include security training. Elizabeth will share with the Student Employment workgroup more suggestions.

EP: Only time training is flagged is when it is past due. It is important to make sure supervisors

know that student workers must take the training. **ACTION:** Elena will ask HR to help us communicate this to supervisors and new student employees -- the idea of a welcome email with security training info is good.

Next Meeting?

Elena asked if there were any preferences on whether it is held before or after WBW. No comment.

Next step: **ACTION:** Dane to poll participants to find day/time as per usual process.