

Leadership Council Minutes
Information & Technology Services
Pacific Lutheran University
13 December 2012

Agenda:

I. Leadership Council with Provost

D. Allen, Director for Enterprise Systems; F. Lane Rasmus, Director for Library Services; L. Nordgren, Director for User Services; S. Starkovich, Provost & Dean of Graduate Studies

a. Personnel Updates

i. Instruction & Reference Librarian Posted (FLR)

1. There are 16 applicants so far and a pool of 100 is expected.

ii. Instructional Designer Position (LN)

1. To be re-advertised after the holidays with targeted emails to Instructional Design programs.

iii. Instructional Technology Team Manager (LN)

1. Nick Butler requested release from his contract as of January 31, 2013 to pursue an art career.
2. A replacement request is in the works.
3. LC members expressed regret at Nick's departure and support for filling this position.

b. Building/Facilities

i. 30 Years at the Elliott Press: Pressing On (FLR)

1. Opening reception went very well with around 50 people in attendance.

ii. Garfield North (DPA)

1. Demolition of house is complete. The contractor is beginning rerouting communication cables today. Additional demolition will be kicking off soon and continuing through to February.
2. A downtime of several hours is currently planned for overnight Friday, December 21 while fiber splicing is underway. This outage will be site-specific (Garfield Commons & East Campus), and will not affect campus in general.

iii. Statistics on Use (FLR)

1. The library has been very busy overall this semester.
2. Online study guides and study room reservations are quite popular. Changes to reservation intervals and duration have been well-received according to word of mouth responses as well as a survey conducted in May 2012.

c. Project Updates

i. ECAR Student and IT Study (DPA)

1. David Allen will participate in a webinar to explore the possibility of PLU's participation in the Educause Center for Applied Research (ECAR) Student and IT Study.
2. This could be useful for PLU but survey fatigue is a concern.

ii. CEF FY14 Employee Computer Replacement Program (LN)

1. There have been four online requests so far to about 60 replacement emails that

went out.

- iii. Classroom Technology Upgrades (LN)
 - 1. Several classrooms in Hauge (204a, 208, 210, 217) will be upgraded over the next several weeks.
 - 2. Ramstad 204; Ingram 109, 115B; and MBR 116 and 334 are slated for upgrade this Summer.
- iv. Chili Web Application Server Migration (LN)
 - 1. Migration is nearly complete. A testing sprint took place this week.
- v. Testing video integration with Sakai-Kaltura tool (LN)
 - 1. Kaltura, an open source video management and publishing solution, has been tested and looks promising as a way for faculty to incorporate video in Sakai.
 - 2. Once Chili migration is complete, focus will be on Kaltura. During J-Term, the next steps will be planned for a Spring rollout.

III. Updates

- a. FiOps Meeting Report (FLR)
 - i. The state of the business establishments on Garfield Street was discussed as well as what the university's relationship with them should be.
 - ii. The United Way campaign is going well.
 - iii. Capital Improvements and Equipment requests are due by January 12.
 - iv. Discussed online W2s and possibility of online time sheets for employees.

IV. Tactical/Operational

- a. Christmas Celebration (JS)
 - i. The I&TS Christmas Lunch is set to take place on December 17 from 12-1:30PM.
- b. Computer Replacement (DPA, FLR, LN)
 - i. Discussed a situation wherein a staff member in phased retirement is up for a computer replacement.
- c. VMWare, Network storage (DPA)
 - i. The shuffling of network storage necessary to address recent performance issues is nearly complete.
 - ii. All databases are now hosted on the fastest storage available. There have been substantial improvements as a result, but not all of them will be noticeable by users.
 - iii. Testing of WebHelpDesk has resulted in latencies as long as 30 seconds. Long query testing will be required to address this and determine whether the issue is related to network storage or unique to WHD.
- d. ePass issue of 12/9/12 (DPA, FLR, LN)
 - i. In the very early hours of Sunday, December 9, Sage ran a process that caused between 105 and 130 user accounts to disappear. Although the ePasses were gone, the Google accounts were only suspended, reducing the severity of the issue.
 - ii. User Services and Library Services staff were contacted by users unable to access online resources as a result of this. Enterprise Systems staff responded and resolved the issue.
 - iii. The troubleshooting, staff communication, and resolution went well, but user messaging for issues of this nature should be improved.
 - iv. Discussed several different methods to communicate to users that their concerns are being addressed.