Patrick Turner

From: Patrick Turner
Sent: Thursday, July 30, 2020 3:38 PM
To:
Cc:
Subject: Value Added to Faculty and Students "recently"

xxxx,

Per our conversation this morning about documenting IT's added value to students and faculty, following is what I presented at the Ops Team (President , Cabinet, Marketing, Police Department) meeting yesterday morning as to how IT is contributing to faculty, students, and the current Pandemic situation.

Pat Turner

1. **COVID Self-Screening App**:
    a. Admin Systems is working with Deputy Chief Mark Engstrom and Chief Kaufman
    b. Ready to deploy. Kaufman says employee only testing for a week should be done starting Aug 3rd.
    c. Brandon Kish created a flow document to explain how the App will work. (I presented at the meeting).
    d.
2. **Classroom Cleaning**:
    a. Information Technology to work with Leavens, Enstrom, and Wright to formalize/finalize all 32 use cases.
    b. Hawkins (VP or Instruction, Chief Academic Officer)

        i. Fall schedule was published so students could register for classes.
        ii. Cleaning at start and end of class will be done by Faculty and Students – per meeting with John Wright, Steve Green and the Deans – Proper cleaning protocols for Faculty and students to follow will be put in place. IT will provide supplies on a use case basis (e.g., Disposable Keyboard and Mouse covers, Handheld UV-C light disinfecting device, etc.).
        iii. The "single source of truth" for an Ops Team Approved List of Rooms (not class topics). The times of use, no of people per use, etc. will be in Colleague, for IT to plan a schedule of support if needed.

3. **Building Monitors**: between 3 and 5 will be provided from IT:
    a. Laura – Tammy from R&A
    b. Jeff – Loudermilk an perhaps Belknap from Security
    c. Sam – Christine Christie and Jeanne Ruff (Sam talked to Brenda).
    d. Provide Name, Email, and Cell Phone No., (Is a laptop provided? Not necessarily).

4. **2020 Refresh project status** – Much delay in receiving hardware, etc., because of Global Supply chain problems. However, IT still hopes to have the VDI environment migrated before Fall Term. This means much more powerful systems for better processing on each desktop and GPU support for every desktop for improved video and graphic performance.
    a. We will continue to retire old physical PCs and replace with Thin Clients for improved compatibility with GPU, etc.
5. **Faculty Access to M365 Apps:** Expectation regarding timing of getting faculty to M365 Apps and then email (two steps).
    a. Final testing of desktop image, to be same as student, will be deployed before fall term.
    b. Will not be migrated to M365 email until later, this meaning none of the email integrations will be in M365 yet (zoom, teams, calendar, etc.)

6. **Webcam priorities**: – priority to Faculty – nearly 100 installed or being installed now
    a. #1 and #2 Priorities for Faculty office webcams have been installed,
        i. Issue with podium computer compatibility (9 years old) – May have gotten this fixed.
        ii. Would like to change to thin clients across the board
    b. Cheryl Hagen will manage priority of next wave –
    c. Ordered 100 more given supply chain delays
7. **Wi-Fi in Parking lots**: project status
    a. All parking lot facing APs should be up and running next week
    b. Building mounted parking lot facing APs all functional except two.
    c. Code Blue pole mounted parking lot facing APs all functional except one.
8. **Student Facing Laptop Kiosk**: –
    a. Will be deployed sometime in August
    b. Will be relocated to the Library
    c. Issue with use of HID Smart Cards as primary interface as student do not have this. So, kiosk will allow use of AD Credentials for students.
9. **Work from Home Policy samples**: Five to ten samples of "Work from Home Policy" have been provided to the team from the Merit MITE Forum.
10. **Student Access to Microsoft365 Apps**:
    a. **This is fully in place; students will have access for each term enrolled in a class.**
    b. Students Provide Office App access during each term with padding then remove.
    c. Apps access separated from email access; email will remain Google until M365
    d. Other schools keep email access and remove app access after term.
11. **Zoom**:
    a. **Enterprise License in place and now should be available to all. Some cleanup is going on.**
    b. Zoom – $14,000 annually for 18000 licenses – 3 year contract.
        i. Get pro-rated refund for current 50 paid accounts ($6K)
    c. Teams – Fully included in Microsoft A5 License
        i. Large Groups Supported – Small extra cost for large groups – up to 10,000.
12. **Adobe Sign™**:
    a. **Licenses in place for all Super Users – New users added per request.**
    b. Adobe Sign™ Enterprise Ed. - $10,000 Annual – 5000 docs ($2/unit), Unlim. users.
13. **Office in a Box:**
    a. **Five POC units have been delivered.**
    b. **Systems being configured and tested with Zoom, etc. to make sure they work as expected.**
    c. **Deployment: Three for Instruction, One Student Services, and One IT for testing and troubleshooting.**
    d. Makes work from home supportable by IT.
    e. No more 7yr old laptops, full support from IT, big monitor, etc.
    f. End user can just move notebook or move entire rig. Between home and office
    g. Connect power and network cable, that is it.
    h. Connection to notebook is just one cable.
    i. Faculty 1st priority – Being able to teach from home and use as office computer. Current office computer will be retired – no option.
        1. 84 Full Time – Hawkins to prioritize get first
        2. 800+ Part Time (Will not get set up)
        ii. Staff – Move set up between Home and Office
        1. ~600 total and ~400 have a computer, a few have extra Laptop
        iii. Start with 100

14. SQL Migration Success – Move to Real Time Reporting and away from ODS (24hr delay).

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