

US:IT CIO Open Forum

February 26, 2020

3 - 4 p.m.

SUMMARY

OneCard Update (Kim Tran)

Kim provided an overview of the project. The deliverables were reviewed, including the need to eliminate the use of more than one card. Challenges of the project were noted, primarily the delays in the timeline due to various issues. Next steps were shared with most milestones set to be complete in Fall 2020. Kim thanked the project team members and other contributors.

David commended Kim for her skillful leadership and also thanked the team and group.

Brightspace Update (John Brown/Heidi Jackson)

John shared some of the key new milestones of the project. Faculty sandboxes have been created to allow training and the development of new courses. A new organizational structure has been developed to provide options around customization, roles, permissions and reporting. Technical deliverables and estimated dates were shared. Next steps include preparation for a summer pilot, training for the Fall 2020 go-live and planning for winding down Blackboard.

Are we going to be able to use the new LMS for non-course purposes, such as user groups? Yes, eventually. This is being worked on, but is not a focus for the Fall go-live.

David highlighted the fact that the new organizational structure includes mappings available for each institution and departments. This will help facilitate reporting at those academic unit levels.

US:IT Strategic Plan (David Demers/Robin Sherman)

All activities that had previously been submitted have been reviewed by objective owners and necessary updates have been completed. New objectives will continue to be added. Next steps include the transfer of activities into SmartSheet for tracking, requests for monthly updates from activity coordinators and planning for the next round of activity submissions for this fiscal year.

Unified Accreditation Update (David Demers)

David provided some background on the BOTs direction of shifting from separate campus accreditations to a single, unified accredited entity. The application will be submitted to NECHE by June 30, 2020, but a progress report is due by March 1, 2020. Site visits will take place around July of 2022. Self studies will be submitted prior to the site visits. In the near term,

working groups have been created to prepare the change application. These groups are primarily academic groups, but David is a part of the Finance, Administration and Student Support Services group. Tasks that have been assigned to US:IT include a review of assigned standards and assessing the current state and changes necessary to accommodate Unified Accreditation. David shared information on the five standards assigned to US:IT. Leadership team members will be assigned a standard and they will be charged with organizing working groups. The working groups will be developed by March 6. Information will be shared with US:IT staff for feedback and comments. Submission of standard responses will be expected by March 12. Any IT staff interested in joining a specific working group can reach out to David.

How will these new tasks affect the current workload? Prioritizing will be handled by David and campus leadership.

Kudos

Tamara Saarinen and James Clark from Samantha Warren for incredible work pulling together data for the PATFA report presented to the Legislature's Education Committee.

Lloyd Smith from Sandy Lamoreau for professionalism, expertise and determination to make sure OAS systems were up and running after workstations were moved to the UMA Farm House.

Web Technology folks and others from VCAA Placido for the fantastic improvements on maine.edu.

Matt Byther and Kate Van Dine from Miriam White for their efforts updating the benefit rate in Position Management and in the General Ledger very smoothly and ahead of schedule.

Kayla Stromvall (student employee) from Ruth Graves (UM Retiree) for providing instruction on an email processing issue with patience and kindness.

Q&A

Questions can be submitted to David via email at any time.



CIO Forum

US:IT
February 26, 2020



University Services
Information Technology



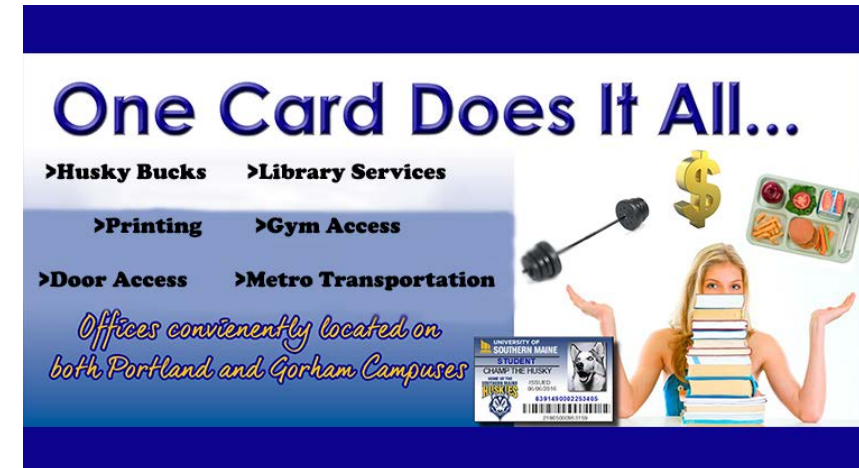
Agenda

- Updates
 - OneCard Project
 - Brightspace LMS Implementation
 - US:IT Strategic Plan
- Upcoming Initiatives
 - Unified Accreditation
- Kudos
- Q&A



Updates

- UMS OneCard Project
 - Kim Tran



One Card Does It All...

- ›Husky Bucks
- ›Library Services
- ›Printing
- ›Gym Access
- ›Door Access
- ›Metro Transportation

Offices conveniently located on both Portland and Gorham Campuses

The poster features a woman holding a stack of books, with various icons representing the services provided by the OneCard, including a dollar sign, a food tray, a dumbbell, and a bus. A sample OneCard is shown in the bottom right corner.

Updates

- **Learning Management System Implementation**
 - John Brown
 - Heidi Jackson





Key New Milestones

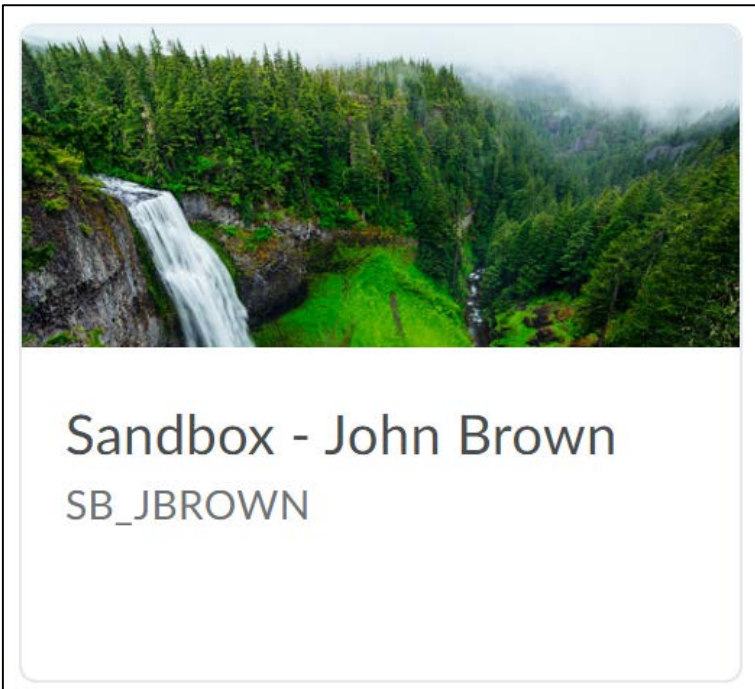
- **Creation of “sandbox” courses for all instructors**
- **Organizational Structure plan is being finalized**
- **Tentative technical team deliverable dates planned out**





Faculty Sandboxes

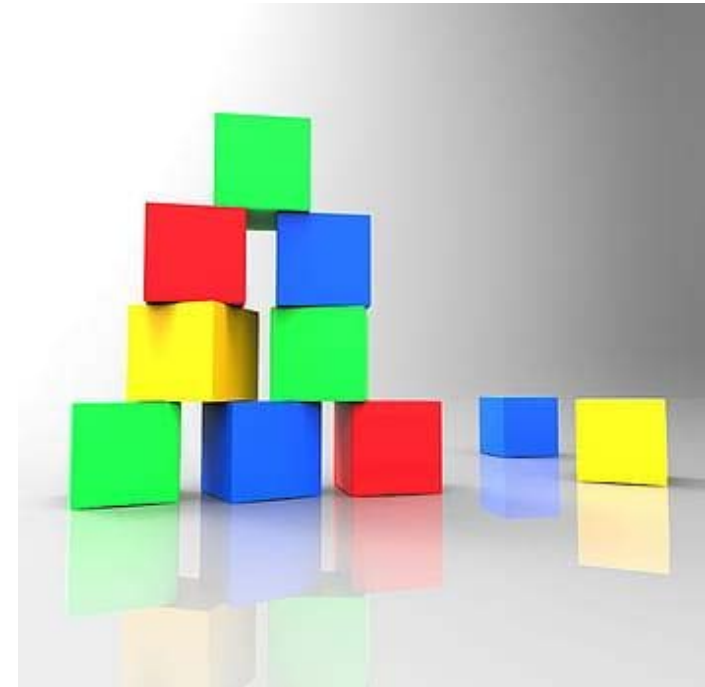
- Using the API to automatically create a “sandbox” course for all active faculty members
- These sandboxes will allow faculty access to Brightspace, kickstarting training and development of new courses
- This is critical to adoption and readiness for Fall 2020 go-live





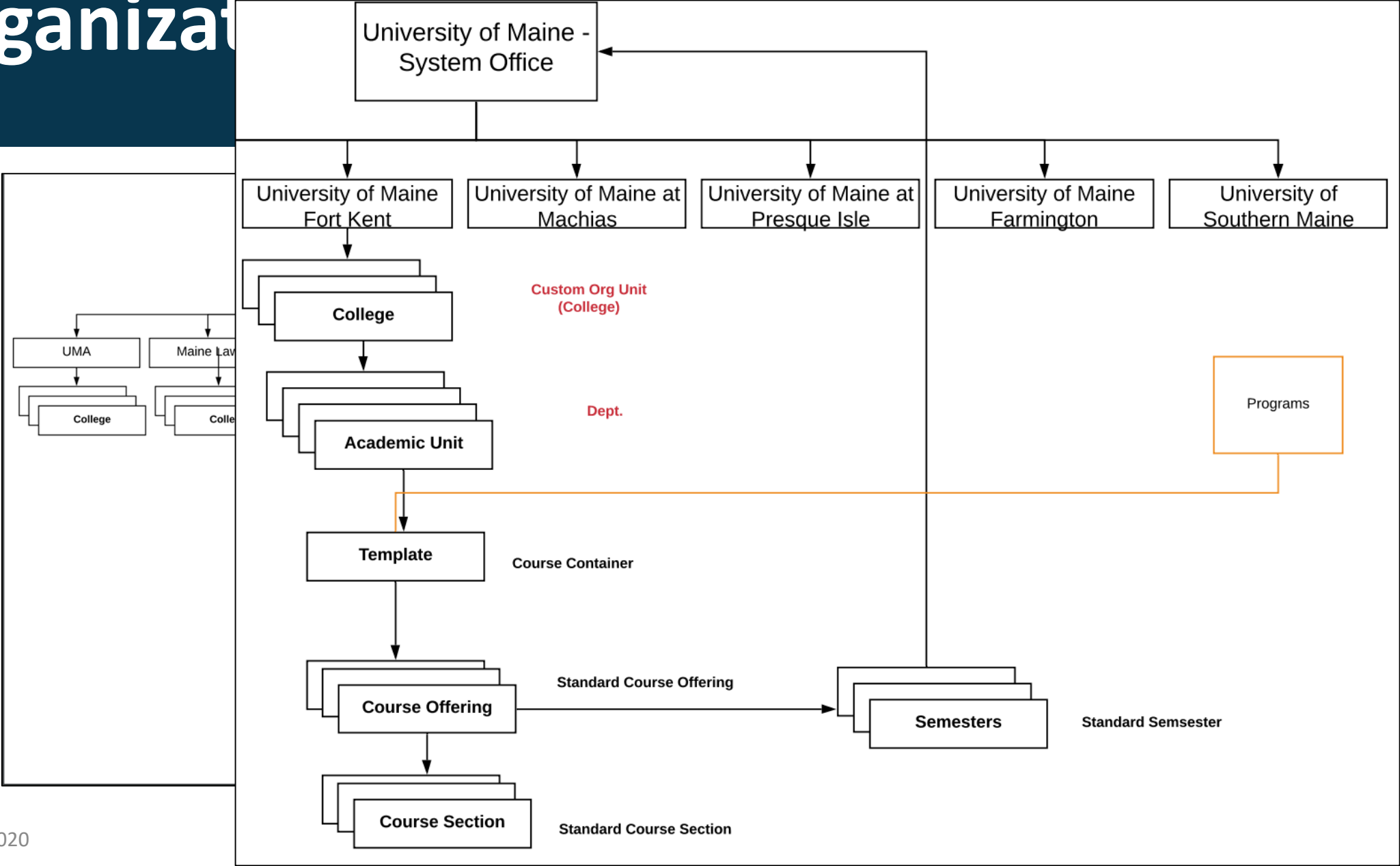
Organizational Structure

- A change from the flat structure of Blackboard
- Provides useful options around customization, roles, permissions, and reporting/learning outcomes
- The challenge has been with mapping org “levels” to data kept in MaineStreet





Organizational





Technical Deliverables

- **All dates are estimates!**
- Blackboard Course Content Migration
 - Exports for Summer 2019 - underway
 - Exports for Fall 2019 - by March 9
 - Exports for Spring 2020 - March 17
 - Remaining Exports - April 6
- Org Structure Implemented - March 16
- Course Shells for Summer and Fall 2020 - March 16-20
- Course Development for Summer and Fall 2020 - March 23



Resources

- [ETAC Website](#)
- [Confluence Project Page](#)
- [Subscription Training Information](#)

Updates

- **US:IT Strategic Plan**
 - **Objective Owners asked to review current Activities**
 - Provide Current Status
 - Verify Current Responsibility
 - Update Timeline
 - Make necessary changes
 - Include new/additional Activities
- **Statistics**
 - 14 Objective Owners
 - 371 Total Activities
 - 209 Activity Reviews Completed
 - 54% Completion reported across all Reviewed Activities
 - 87 Activities reported as 100% Complete

Strategic Plan Activity Review 1-22-20

Final Objectives	Activities	Submitted Objectives	Categories	Goals	Support Areas
Grid-Do Not Alter	19 hidden fields	2 filters	Grouped by 1 field	Sort	Color
ObjID	Comp...	Responsible Party	Responsible Email	Owner	Sta...
GOAL FINAL					
1.1 US:IT will be a customer-focused IT solution p... Count: 6					
1	1.1.1 Develop and deploy method for measuring customer satisfaction upon ticket closure	9/30/2019	Andy Moody	amooody@maine.edu	John Brown
2	1.1.2 Establish an intuitive, easy-to-navigate knowledge base for IT Support Services Staff to utilize while serving ...	8/31/2020	Mike Cyr	mcyr@maine.edu	John Brown
3	1.1.3 Complete and implement a Customer Experience (CX) improvement plan that includes training, on-boarding, ...	3/31/2020	Niki Woodhouse		John Brown
4	1.1.4 Publish a comprehensive IT training schedule for webinar and/or in-person sessions accessible to the entr...	9/30/2019	Carol Sobczak	csobczak@maine.edu	John Brown
5	1.1.5 Establish and operationalize cross-departmental Service Delivery Teams to promote efficiency, collaborati...	12/31/2020	John Brown	john.h.brown@maine.edu	John Brown
6	1.1.6 Define the Subject Matter Expert (SME) support role and identify areas of highest need for deployment of ...	1/31/2020	John Brown	john.h.brown@maine.edu	John Brown
GOAL FINAL					
1.2 US:IT will achieve consistency in the scope an... Count: 7					
7	1.2.1 Acquire and implement a cloud-based, integrated IT Service Management (ITSM) and Project Portfolio ...	12/31/2021	Robin Sherman	robin.sherman@maine.edu	John Brown
8	1.2.2 Establish standard Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) for tickets ...	7/31/2020	Mike Cyr	mcyr@maine.edu	John Brown
9	1.2.3 Implement an incident manager model to enhance accountability and consistency of service delivery with ...	6/28/2019	Mike Cyr	mcyr@maine.edu	John Brown
10	1.2.4 Centralize management of mobile and cellular devices for UMS employees to promote consistency and ...	6/30/2020	Kim Tran	kimtran@maine.edu	John Brown
11	1.2.5 Deploy and utilize a PeopleSoft Testing Framework for PUMS and regulatory updates	6/15/2020	Matt Byther	matt@maine.edu	John Brown
12	1.2.6 Develop and propose a formal Change Management process that will be deployed and adopted by all US:IT ...	12/31/2020	Todd Berry	todd.berry@maine.edu	John Brown
13	1.2.7 Develop processes to ensure that all new systems to be acquired will support IPv6	9/30/2019	Jeff Letourneau	jeff@maine.edu	John Brown

Updates

• US:IT Strategic Plan

Category	Objective	%Complete
Service		34%
	1.1	51%
	1.2	39%
	1.3	80%
	1.4	5%
Communication		84%
	2.1	60%
	2.2	99%
Collaboration		49%
	3.1	57%
	3.2	56%
	3.3	41%
Innovation		81%
	4.1	91%
	4.2	75%
Professional Dev.		57%
	5.1	27%
	5.2	100%
	5.3	49%
Data		43%
	6.1	43%

Updates

- **US:IT Strategic Plan**

- **Next Steps:**

- **Transfer Activities to Strategic Plan update tracking system (SmartSheet)**
 - **Request monthly updates on approved Activities from Activity Coordinator**
 - **Plan next round of Activity submissions for remainder of FY20**



Upcoming Initiatives

Unified Accreditation

- BOT has directed UMS to prepare substantive change application to NECHE (New England Commission of Higher Education) to transition current independent institutional accreditations to a single, unified accredited entity
- Application to be submitted for initial consideration to NECHE by June 30, 2020

Upcoming Initiatives

Unified Accreditation

POST-RESOLUTION

January 2020 to April 2020

- UMS Chancellor, University Presidents, and faculty leaders lead the development of the substantive change application
- Spring Campus Visits

January 27, 2020

UMS Board authorizes UMS to pursue Unified Accreditation (campuses follow existing individual accreditation timelines for evaluations currently underway until further notice)

March 1, 2020

Progress report due to NECHE

June 18-19, 2020

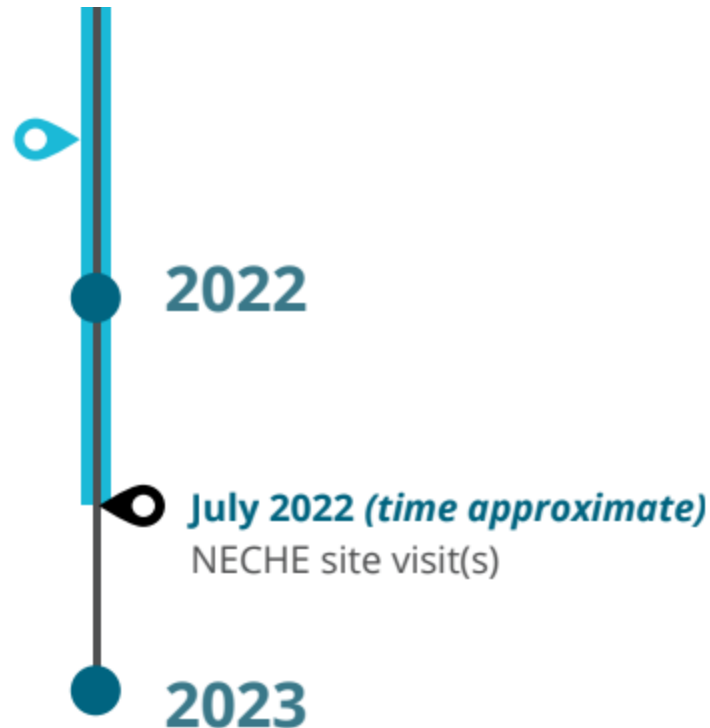
Substantive Change application to be considered by NECHE Commission

Upcoming Initiatives

Unified Accreditation

July 2020 to July 2022

Chancellor and University Presidents, along with System and University faculty and other leaders, lead Unified Accreditation planning, development, and implementation through self-study and comprehensive evaluation



Upcoming Initiatives

Unified Accreditation

- Chancellor has appointed several working groups to prepare the substantive change application

Academics and Student Affairs/Advising

Joan Ferrini-Mundy, Co-Chair (UM/UMM)
Ray Rice, Co-Chair (UMPI)
Robert Placido (UMS)
Jeannine Uzzi (USM)
Jeff St. John (UM)
Greg Fahy (UMA)
Kathy Yardley (UMF)
Dan Qualls (UMM)

Finance, Administration, and Student Support Services

Becky Wyke, Co-Chair (UMA)
Ryan Low, Co-Chair (UMS)
David Demers (UMS)
Alec Porteous (USM)
Sheri Fraser (UMA)
Robert Dana (UM)
Laurie Gardner (UMF)
Leslie Kelly (UMFK)

UA Coordinating Council

Dan Malloy (Co-Convenor)
Jim Thelen (Co-Convenor)
Joan Ferrini-Mundy
Ray Rice
Becky Wyke
Glenn Cummings
Ryan Low
Robert Placido
Kay Kimball
Rosa Redonnett
Kim Jenkins

Upcoming Initiatives

Unified Accreditation

- **US:IT Tasks**

- Review Assigned Standards; Assess current state and changes necessary to accommodate Unified Accreditation framework
- Assigned Standards:
 - 7.21 - Technological Resources: The institution has sufficient and appropriate information, physical, and technological resources necessary for the achievement of its purposes wherever and however its academic programs are offered. It devotes sufficient resources to maintain and enhance its information, physical, and technological resources.
 - 7.22 – Information Resources: The institution provides access to library and information resources, services, facilities, and qualified staff sufficient to support its teaching and learning environments and its research and public service mission as appropriate.
 - 7.24 – Support Study & Research: The institution's physical and electronic environments provide an atmosphere conducive to study and research

Upcoming Initiatives

Unified Accreditation

- **US:IT Tasks**

- Review Assigned Standards; Assess current state and changes necessary to accommodate Unified Accreditation framework
- Assigned Standards:
 - 7.25 – Policies & Procedures: The institution demonstrates the effectiveness of its policies and procedures in ensuring the reliability of its technology systems, the integrity and security of data, and the privacy of individuals. The institution establishes and applies clear policies and procedures and monitors and responds to illegal or inappropriate uses of its technology systems and resources. It has regularly updated disaster planning and recovery policies and procedures
 - 7.26 – Planning, Evaluation and Administration: The institution uses information technology sufficient to ensure its efficient ability to plan, administer, and evaluate its program and services

Upcoming Initiatives

Example (7.21 Technological Resources)

- History/Current State

- US:IT Unification in 2013; Led by UMS CIO, team delivers technology infrastructure, solutions and services to all UMS campuses and locations
- 200 US:IT Staff delivering shared technology services consumed across the system as well as local, dedicated technology support at each UMS campus.
- Unified IT division effectively facilitates efficiency and efficacy of service delivery and promotes standardization of processes and practices when possible
- Launch of formal Data Governance framework to promote consistency of data standards
- Core enterprise systems have been implemented to support all UMS campuses, providing uniformity of access to these systems for all students, faculty and staff (ERP/SIS; LMS; eCommerce; Information Portal, etc.)
- Recent investments in technology infrastructure, including WiFi and Classroom Technologies, have served to establish baseline standards to promote consistent teaching and learning environments across the system.

Upcoming Initiatives

Example (7.21 Technological Resources)

- Current Challenges in Meeting Standard

- Lack of consistency for data coding conventions and standards currently present challenges in delivering consistent functionality and user experiences for core systems (ERP/SIS; LMS)
- Current redundancy and duplication of services present within the IT Service Catalog; mostly a result of the IT consolidation effort.
- Funding necessary to keep pace with changing landscape of technology and emerging/evolving needs. Despite recent investments to improve technology infrastructure, IT is still forced to utilize and maintain legacy platforms and equipment that is beyond normal useful life.

Upcoming Initiatives

Example (7.21 Technological Resources)

- Changes Necessary to Achieve Unified Accreditation

- Greater consistency with data coding conventions
- Greater consistency in campus processes and procedures to promote a more robust, rewarding student experience
- Optimization of the IT Service Catalog to maximize cost efficiency and improve service delivery; leverage opportunity to adopt and enable a 'cloud-first' strategy for new platforms and systems.
- Enhancement of the current Student Information System and Learning Management System to promote and support collaborative degree programs and student credit portability; Expand access and opportunity for students across all campuses. Examples include: Unified course catalog; User friendly, mobile-enabled LMS, SIS; Expanded self-service options for student transactions
- Portable permissions and roles across campuses
- Appropriate funding to support these changes and ensure availability of robust, high-performing technology infrastructure and services

Upcoming Initiatives

Next Steps

- Will assign working group to complete review of each standard; provide feedback
 - To be Completed by 3/6
- Open responses to US:IT Staff for feedback, comments
- Submit standard responses to FASSS (Finance, Administration and Student Support Services) team by 3/12

Kudos & Acknowledgements

• Data Reporting

- From Samantha Warren, Director Govt. & Comm. Relations
- *I wanted to let you all know that yesterday, the Chancellor presented to the Legislature's Education Committee the PATFA report you all helped so much with. Thanks to your contributions and hard work, the report was very well received.*
- *Many thanks to all, but especially to Tamara Saarinen and James Clark for their incredible work to pull the data that informed this report. We took a major unfounded criticism of the University and turned it into something that reflected very positively on us and our employees.*





Kudos & Acknowledgements



• Delivering Support

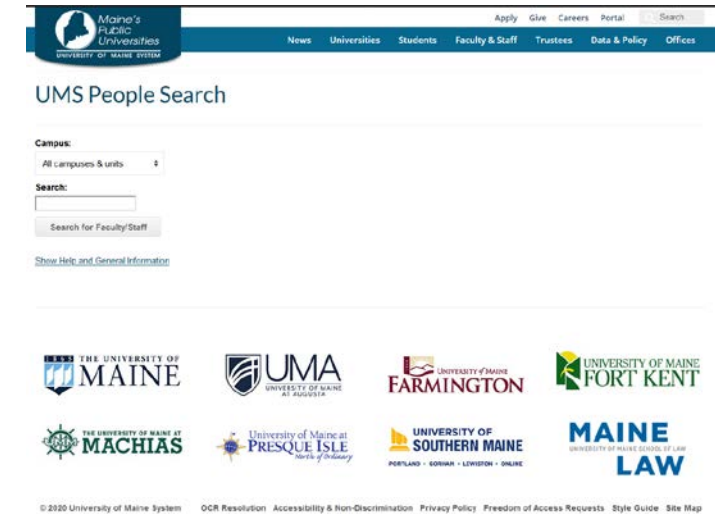
- From Sandy Lamoreau, UMA
- *I want to take this opportunity to express my appreciation and admiration for the work Lloyd Smith invested in moving and installing the workstations for the Office of Admin Services in the UMA Farm House.*
- *I really appreciate Lloyd's professionalism, expertise and roll-up-his sleeve approach and determination to make sure OAS systems were up and running!*



Kudos & Acknowledgements

• Praise for www.maine.edu

- From Robert Placido, VCAA
- *Fantastic improvements on the people and job search maine.edu web applications! Love it*



Kudos & Acknowledgements

• Responding to UMS Priority

- From Miriam White, VP Budgeting & Financial Analysis
- *First, a huge "THANK YOU" to Hope Eaton, Darla Reynolds, Matt Byther, and Kate Van Dine for their efforts to change the internal full time fringe benefit rate from 54% to 52.3% in both Position Management and the General Ledger. The process worked very smoothly - in part due to their pre-planning - and was finished ahead of schedule!!*
- *This rate change resulted in a reduction to E&G, Auxiliary, Designated, and MEIF budgets of almost \$4.1 million across the System.*



Kudos & Acknowledgements

• Appreciation for Student Employee

- From Ruth Graves, UM Retiree
- *Kayla Stromvall was phenomenal in assisting me with my issue! Her guidance restored me to full functioning operation of email processing! She gave me step by step instructions, an abundance of patience and kindness and tools to use in the future! Kayla is exceptional with what she does and I highly recommend her for recognition! With Deepest of Appreciation*



CIO Forum

- **Comments/Questions?**

