US:IT CIO Open Forum

April 1, 2020
3 - 4 p.m.

Via Zoom https://maine.zoom.us/j/459939381

SUMMARY

Coronavirus Update (David Demers)

David shared a timeline of Coronavirus related events that have transpired since last month. Things have evolved and continue to evolve from the announcement of readiness planning that was sent on February 28. UMS is doing everything possible to minimize the impact to staff. Additional guidance for employees will be released by Friday, April 3. Based on the interpretation of new guidelines, there will be no change in how essential employees are classified and additional restrictions on travel will be in place.

ITSS Inter-Campus Collaboration (Mike Cyr)

David shared kudos to Mike for his leadership and guidance during this process. Mike shared that this has been a team effort and he is very appreciative of the hard work put in by all. ITSS put together a COVID-19 Contingency Team to work on unifying support services to support *anyone from anywhere*. A unified schedule and support hours will be provided and support services will be shared between areas. Challenges with the phone system have been identified because it is dependent on staff being on campus. A live chat support system was quickly initiated as an alternative way to offer support and use of that system is growing. All online information and notification processes are being updated. Folks are really coming together and have stepped up!

Web Technologies Communication Efforts (Tiff Maiuri)

The Web Technology folks were called upon to help stand up the Health Advisory site. Tiff shared that the site was initially developed to be a simple, one page subsite to keep COVID-19 health advisories and guidance links to resources. As that development quickly escalated, all campuses pitched in and came together. Banners were added to extend to all campus websites and portals. Subsections and functionality for time stamps were added. During this time, Web Tech also completed the design of the Presidential Tour Site at values.maine.edu and have started developing a new subsite to demonstrate UMS's contributions to the State of Maine's effort to combat COVID-19. David Rosen also helped the IT Help Desk roll out Live Chat. Web Tech staff have kept late hours during weekdays and weekends, as needed. Additional support was provided by Cathy Caron and Angel Allen. Tiff shared thanks to all that have supported the Web Tech folks during this busy time.

Networkmaine VPN and K-12 WiFi Efforts (Jeff Letourneau)

Jeff shared an update on VPN access timeframes. Things have progressed very quickly since planning discussions began on March 4. VPN was determined to be a critical need and was put in place quickly. An easy to use, scalable with split routing, certificate based authentication was needed and a huge support lift would be required to make it happen. A dashboard was created to allow the support team to review connection history. New licenses were acquired by March 12, internal testing was completed by March 14 and an announcement of availability was made on March 19. It took ten days to set it up! There are currently 1,097 device profiles created with over 917 unique users. Peak usage hit 362, which is 36% utilization, and is growing daily. As of today, there have been no problems and the system is performing as expected. Improvements and updates to the support dashboard are being made to help the teams taking support calls/emails/chats. Very few tickets have been escalated. Jeff thanked all the groups and teams for their help including the SAs and support services staff. Jeff was very pleased Ray's work to make this a usable solution.

Jeff also provided an update on the K-12 "study from car" initiative. Networkmaine manages the networks for schools across the state and remote learning has become an issue for some as not all students have internet access. Most schools do not have guest networks turned on as a default. This would allow wifi to be available outside of the building. On March 20, Networkmaine reached out to 136 empty schools to set up their guest networks. A map of these sites has been created and allows for others to promote availability across the state. There are currently 147 areas across the state that are allowing outside access to wifi.This includes 91 K-12 schools, 17 universities, 38 libraries and 1 other location. Jeff thanked Jason McDonald for the wifi configurations and Andrew Henry, Tyler Ruttingher and Ken Curtis for handling requests and updating the map.

RemoteLab Access (Aaron Gagnon)

Aaron shared that because access to computer labs on campus would be constrained during this time, there was a need to broker connections to these machines and their special software. A decision was made on March 13 to find a product that would allow this access. A list of software needed was developed and product reviews took place. RemoteLab was selected as a workable option and the service was in place by March 27. The software available via RemoteLab continues to be built upon. EUT had help from many teams during the collaborative process. The DCO, ITSS, Networkmaine, SAs, DBAs all contributed.

Steven added that we have been collaborating with other universities using the application and that usage is building. Steven also thanked Tiff and Calvin for being the second set of eyes.

Blackboard and Zoom Activity for Remote Teaching/Learning (John Brown)

John provided an update on the increased usage of some tools and others that had to be spun up quickly. Zoom usage has increased significantly. Service has been stable overall as Zoom adds capacity daily to meet demand. John thanked Angela Cook for updating information on the support page in Confluence and for helping to pull together teams to work on issues. Over the last 30 days there was a peak of over 5,000 meetings last week. This is about 10 times the number of meetings being held in Zoom over the same time last year. Meeting minutes and participant numbers are also significantly increased.

Kaltura numbers have also increased and they have also added capacity to assist with increased traffic. There have been some issues with slowness and availability, but no real problems overall. Spikes last week and this week hit over 8,000 plays. Minutes viewed have also gone up.

Blackboard has also increased with no reported service issues. Usage spiked last week with about double the activity seen prior to spring break. Labster (virtual science laboratory simulation) and Respondus (remote proctor) were added for faculty use. Both of these software integrate with Bb.

John thanked Glenn Eichel, Brian Pomeroy,Floyd Goodell and Justin Hafford in SDS for supporting these tools and for scrambling to work on these things while continuing work on the Brightspace Implementation.

David shared his thanks to Procurement for adjusting their procedures to allow for quick responses in acquiring these tools in short order.

Kudos

To Web Technologies from the UMS Board of Trustees Chair (via Dan Demeritt) for the comprehensive public health advisory site.

To Mike Cyr from Lauren DuBois to Mike Cyr for an amazing job leading the support services teams through the collaboration effort.

To the entire IT team from Jim Thelen for impressive work in trying times.

To Chris Thibault from Ray Soucy for work and contributions during the USM power outage and setup of the Sullivan Gym shelter.

To Kayla Stromvall and the help desk team for quick assistance getting a docking station set up to work from home.

Q&A

Any questions can be sent to David via email.

CIO Forum

US:IT

April 1, 2020

Maine's Public Universities

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University Services

Information Technology

Agenda

Maine's Public Universities
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- Updates
  - UMS Coronavirus Response
- Recent Activities
  - ITSS Inter-Campus Collaboration
  - Web Technologies Efforts
  - Networkmaine Efforts
  - RemoteLab Access
  - Blackboard/Zoom Support for Remote Teaching & Work
- Kudos
- Q&A

Updates

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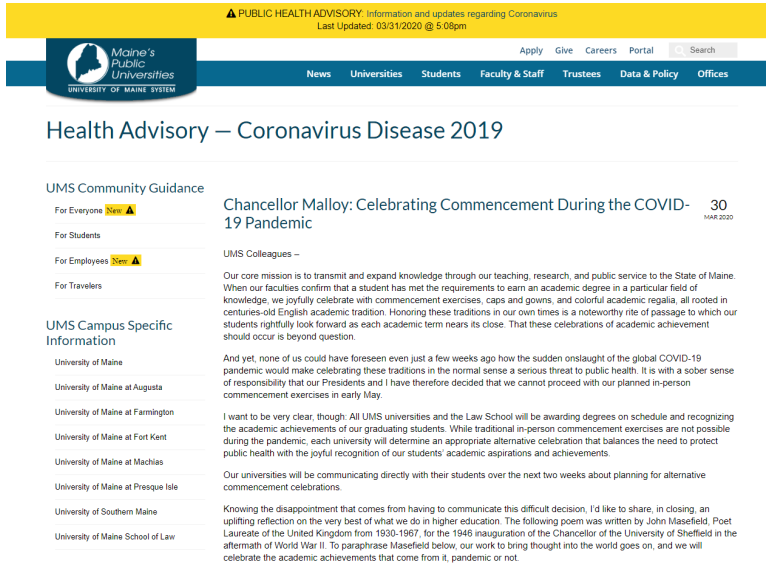
- **UMS Coronavirus Response**
  - **Timeline**
    - **2/28 – Announce Coronavirus readiness plan**
    - **3/1 – International Travel Restrictions**
    - **3/10 – Non-Essential Travel ban & Availability of Residence Halls during Spring Break**
    - **3/11 – Transition to Online Instruction after Spring Break Announced Limit student return to Residence Halls**
    - **3/12 – Limits on Events/Gatherings >250**
    - **3/18 – Extension of Spring Break (3/25) & Transition to Remote Work**
    - **3/19 – UMS Coordination with MEMA to assist Public Health Crisis**
    - **3/24 – Further restrictions on Gatherings >50**
    - **3/30 – No In-Person Commencements**
    - **4/1 – Extend work from home directive***



Updates

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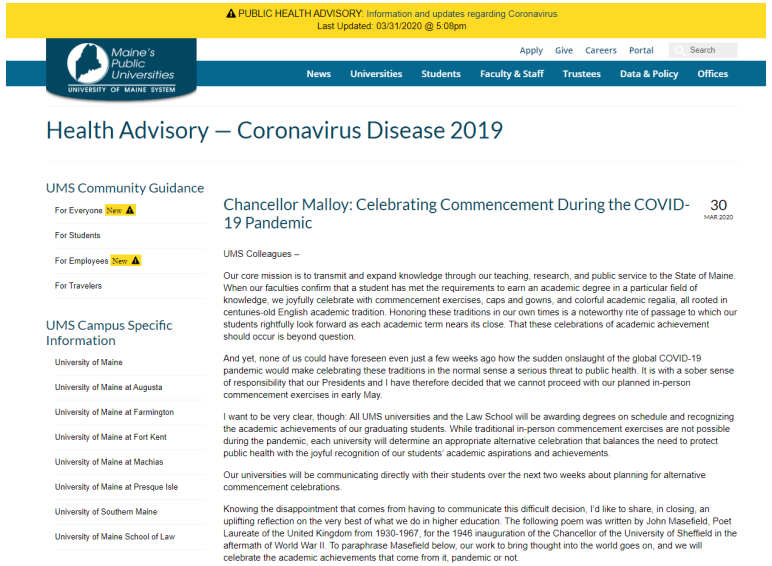
- **UMS Coronavirus Response**
  - **Remote Work**
    - **Extending Remote Work through May 17**
    - **Update on Guidance for Employees to be published by Friday 4/3**
      - **Sick Leave time flexibility & Federal relief guidelines**
    - **Examples**
      - **Any employee, including faculty, traveling to campus due to preference or non-essential accommodations should eliminate such travel**
      - **Employees that must go to campus for work should minimize time spent there.**
      - **Nearly all travel is prohibited; travel via carpool or rideshare for official university business is prohibited.**
      - **Exemptions from 3/24 directive remain in effect, including communications and technical staff required to maintain business continuity**



Recent Activities

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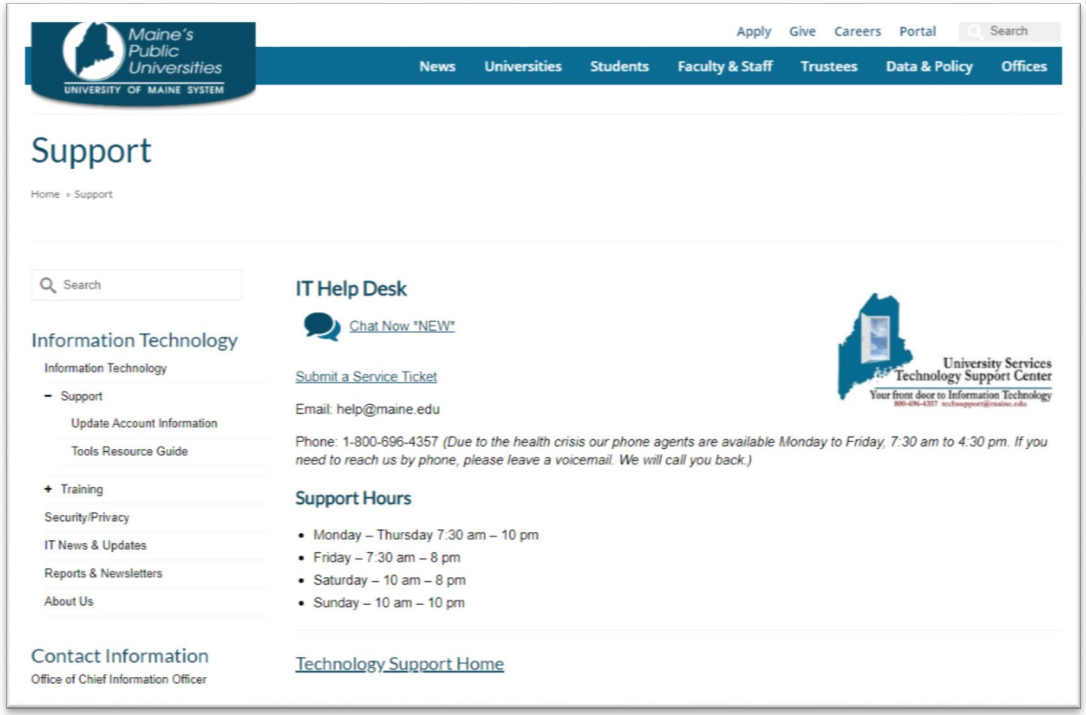
- **ITSS Inter-Campus Collaboration**
  - **Mike Cyr**



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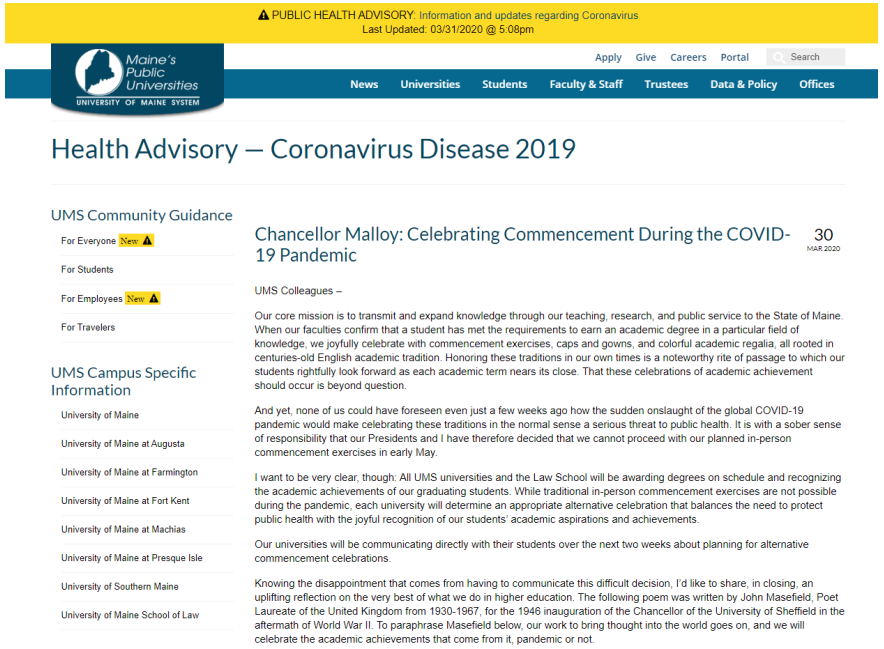
  - **Tiff Maiuri**



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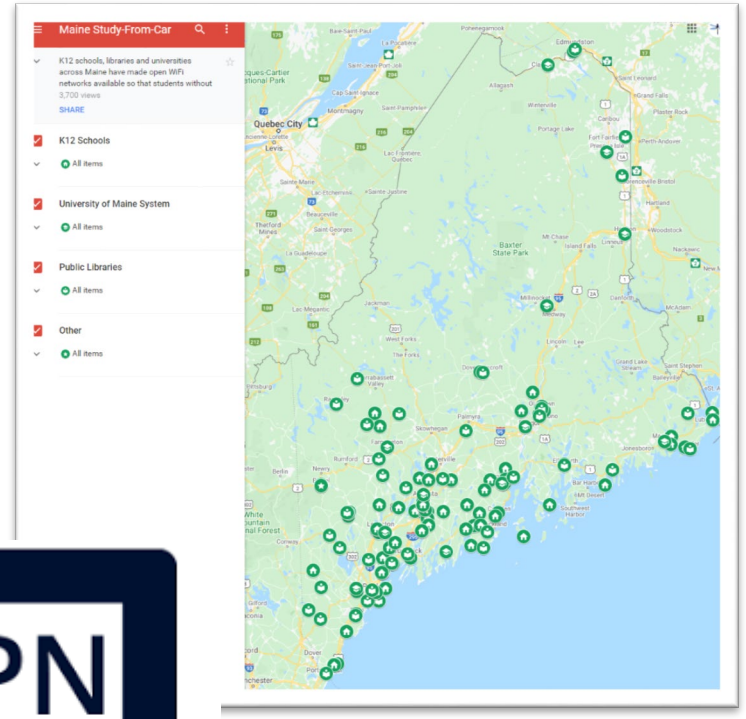
  - **Jeff Letourneau**



Recent Activities

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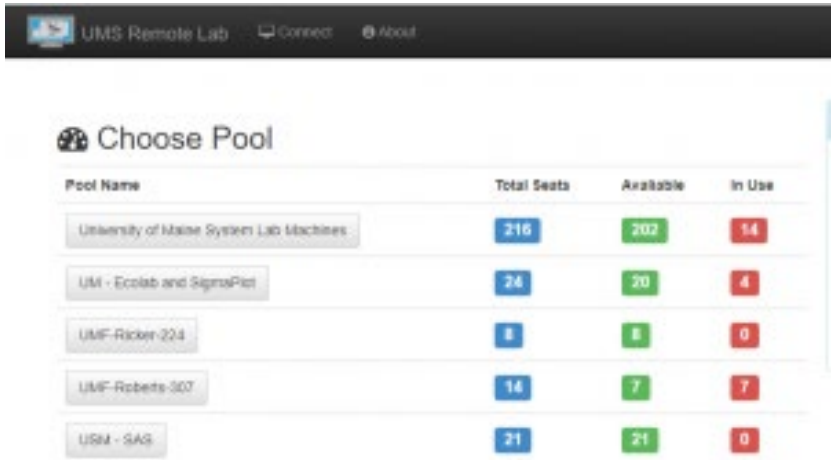
- **RemoteLab Access**
  - **Steve Premeau**
  - **Aaron Gagnon**



Recent Activities

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- **Blackboard LMS/Zoom**
  - **John Brown**

Kudos & Acknowledgements

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- **UMS Health Advisory Site**
  - From Dan Demeritt, Executive Director, Public Affairs
  - *The UMS Board of Trustees Chair just commented that he was amazed at how comprehensive the public health advisory website is and shared it with his firm as a potential resource.*

Kudos & Acknowledgements

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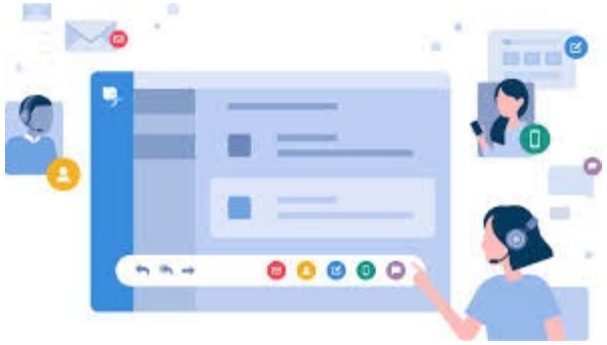
- **ITSS/Help Desk Collaboration**
  - From Lauren Dubois, Executive Director Classroom Tech
  - *[Mike Cyr] You are doing an amazing job leading all of us, Tier 1 and Tier 2 through this. You have a knack for this and you are passionate, you want to see this succeed and you are doing a great job leading.*



Kudos & Acknowledgements

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- **Coronavirus IT Response/Support**
  - From Jim Thelen, Chief of Staff, General Counsel
  - *This is great, thanks David -- and kudos to the entire IT team. What impressive work in trying times!*

Kudos & Acknowledgements

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- **Coronavirus IT Response/Support**
  - From Ray Soucy, Senior Cyber Security Engineer
  - *Wanted to acknowledge the work and contributions of Chris Thibault for coordinating networking response to the USM Data Center outage and assisting with standing up infrastructure for the Sullivan Gym Shelter initiative*

Kudos & Acknowledgements

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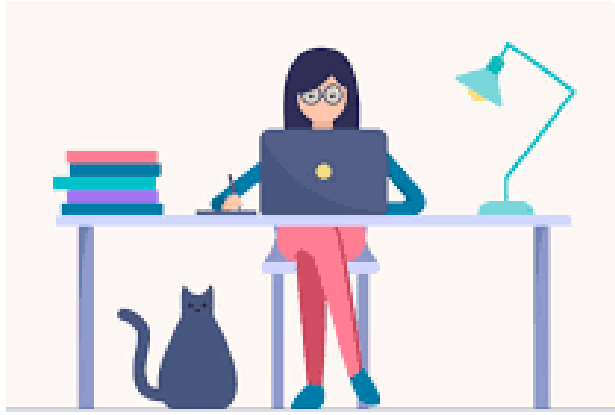
- **Supporting Remote Workers**
  - From Corina Larsen, Data Systems Documentation and Training Coordinator
  - *In the process of setting up my home office, I began having issues with my docking station for my laptop. I decided to contact HP help directly since both the doc and the laptop are HP. Their determination was that I needed to send in the laptop for service. So instead, I called the UMS IT Help Desk. In a matter of minutes, Kayla Stromvall had asked the right questions and contacted the right people to get me up and running. Take that, HP!*



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- **Comments/Questions?**