US:IT CIO Open Forum
Wednesday, July 29, 2020
3 - 4 p.m.
Via Zoom

SUMMARY

Coronavirus Update (David Demers)
David shared some statistics based on the results of the return to work survey sent to US:IT employees. The top five concerns were reviewed along with the factors that would provide comfort to staff returning. Results seem to indicate clear communication during the pandemic. Staff seem to be generally prepared to go back to work with the required resources and an understanding of what it takes to do so safely, however a majority would be interested in continuing to work remotely if given the opportunity.

Preparations continue for the Fall semester and guidance updates can be found on maine.edu/together. David shared the new UMS Testing Results Dashboard that will be used to share testing information for students.

Symptom/Contact Tracking Tool Demo (David Demers)
LiveSafe has been selected as the tool that will be used by students to complete a daily health assessment survey. (Update: Preferred tool for symptom/contact tracking will now be CampusClear.)

Summer Classroom Upgrades (Angela Cook)
Angela provided an update on the work being done on all campuses to expand the availability of web conferencing and video recording capabilities. Cameras are not expected to be received until the week of August 10 and final installations, configurations and testing will take place the week of August 17.

ERP Assessment “Repaving MaineStreet” (Robin Sherman)
Robin shared the scope of the project, the project team members (including those from Huron) and the project timeline. Questionnaires will be distributed and “current state” workshops will be scheduled based on the responses of those questionnaires. The project is expected to wrap up in November 2020.
**Tools Resource Guide Updates** (Tiff Maiuri)
A team has been created to update and redesign the [IT Tools Resource Guide](https://maine.edu) page on maine.edu for the Fall 2020 Safe Return to campuses. Resources and tools will be explored and will be revamped in themed categories.

**Preview of New myCampus Portal** (Tiff Maiuri)
Tiff shared that the myCampus upgrade provides several cosmetic improvements for a better user experience along with many technical improvements behind the scenes. The upgrade project took over two years to complete with all campuses, most University Services departments and several IT teams working together. Many thanks to the core project team.

**Staff Years of Service Recognition and Staff Awards** (David Demers)
David shared this year’s list of staff recognized for 5, 10, 15, 20 and 25+ years of service. He also shared the winners of this year’s staff awards as follows: CIO Award - Todd Berry, Extra Mile Award - Zora Merrill, Team Impact Award - IT Support/Help Desk Teams.

**Kudos** (David Demers)
To Ursula Shufelt and Garrett Fitzgerald from Amy Hubbard for their work to improve the course search feature for ExplorEC (Early College).

To John Warenda, for quickly drafting installation documentation, and Kevin Godin for quickly drafting installation documentation and remoting into student laptops to on-board Eaglesoft for the Dental Hygiene Program from Nancy Foster.

To Monical Palmer and Daniel LaLonde for wonderful work and leadership during the process of implementing the CRM.

**Q&A**
Any questions can be sent to David via email.
CIO Forum

US:IT
July 29, 2020
Agenda

• Updates
  • UMS Coronavirus Update
  • Symptom/Contact Tracking
  • Summer Classroom Upgrades
  • ERP Assessment Initiative
  • Tools Resource Guide Update
  • myCampus Portal Go Live

• Awards
  • Staff Years of Service Recognition
  • Staff Awards

• Kudos

• Q&A
Updates

• UMS Coronavirus Response
  • Remote Work
    • US:IT Employee Survey Results
      • 157 Responses
Updates

• UMS Coronavirus Response
  • Remote Work
    • US:IT Employee Survey Results
      • Top 5 Concerns
        • Having in-person interactions with others (53%)
        • Going back into the office too early (46%)
        • Public health regulations not being followed (e.g., State, WHO, CDC) (45%)
        • The office being not properly disinfected (39%)
        • Availability of disinfecting materials or personal protective equipment (38%)
Updates

- UMS Coronavirus Response
  - Remote Work
    - US:IT Employee Survey Results
  - Factors that would provide comfort
    - Cleaning/sanitizing supplies are made readily available to all employees
    - Public health regulations being followed (e.g., State, WHO, CDC)
    - Maintaining social distancing protocols
    - Knowing work spaces are cleaned/sanitized daily
    - Being provided personal protective equipment

![Bar Chart](chart.png)
Updates

• UMS Coronavirus Response
  • Remote Work
    • US:IT Employee Survey Results

  • Most Looking Forward To
    • Seeing friends, colleagues, and teammates (47%)
    • Access to physical resources (e.g., ergonomic chairs, monitors, etc.) (43%)
    • Easier collaboration with co-workers/customers (36%)
    • Easier access to tools and resources (25%)
    • Better work/life balance (22%)
Updates

• UMS Coronavirus Response
  • Remote Work
    • US:IT Employee Survey Results

Changes to the company's direction as a result of the COVID-19 pandemic have been clearly communicated.

- 5% Strongly disagree
- 10% Disagree
- 22% Neither agree nor disagree
- 52% Agree
- 11% Strongly agree

I understand updated company health and safety policies/protocols that are being put in place as a result of the COVID-19 pandemic.

- 5% Strongly disagree
- 10% Disagree
- 13% Neither agree nor disagree
- 60% Agree
- 12% Strongly agree

I am prepared for changes that might have occurred to my role during the COVID-19 pandemic.

- 26% Strongly disagree
- 52% Disagree
- 22% Neither agree nor disagree
- 52% Agree
- 16% Strongly agree
Updates

- UMS Coronavirus Response
- Remote Work
- US:IT Employee Survey Results

I have the resources I need to get back to work quickly.

- 78%

I understand what is expected of me in maintaining a healthy and safe environment at work.

- 78%

If given the opportunity to continue to work remotely, would you be interested?

- Yes: 5%
- No: 95%
Updates

- UMS Coronavirus Response
  - Ongoing preparation for Fall Semester
    - maine.edu/together
  - Updated guidelines to be posted this week
    - Campus Access
    - Travel
    - Face Coverings
    - Quarantine/Self-Isolation

- Asymptomatic Testing for Students
  - UMS Testing Results Dashboard

- Symptom Tracking Platform
  - LiveSafe – Daily Health Assessment Survey

- Questions/Comments?
UMS Summer Classroom Upgrades

• Scheduled Updates
  • Expand availability of web-conferencing and video recording capabilities across UMS
    • 164 Rooms
    • 42 Carts
  • Support flexible instructional modalities; provide options for students and faculty

• Angela Cook

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Budget Breakdown

- Computers
- Audio Equipment
- Cameras
- Switchers/Control
- Rack Equipment
- Cabling
- Mobile Carts
- Temp Staffing
• **Remaining Work**
  
  • **Week of 7/27**
    - Prep AV racks
    - Continue camera mount installation
    - Final AV configuration
  
  • **Week of 8/3**
    - Complete installation of camera mounts for all sites
    - Complete AV rack preparation
  
  • **Week of 8/10**
    - Cameras delivered
    - Installation of control equipment in AV racks
    - Equipment testing
  
  • **Week of 8/17**
    - Installation of Cameras
    - Final system configuration and testing
Updates

• ERP Assessment Effort (“Repaving MaineStreet”)
  • Robin Sherman
  • Tiff Maiuri
Updates

- Tiff Maiuri

University Tools for Remote Work, Teaching & Learning

*UPDATED 8-16-2020*

As the University of Maine System prepares for the Fall 2020 Safe Return to campuses, this resource guide serves to inform members of the UMaine Community on services and options to complete remote work, teaching, and learning.

- Verify Equipment/Internet Access
- Tools to Support Remote Teaching
- Tools to Support Remote Work

Verify Equipment/Internet Access

To take advantage of the resources listed below, it is important that you prepare beforehand to ensure you will be able to access these services remotely. This preparation entails obtaining access to the equipment listed below and verifying compatibility with the tools and services described in this guide.

- Laptop/Desktop Computer: An available laptop or desktop computer
- Internet: Home internet access from a commercial provider (e.g. Spectrum, Consolidated [CFL] or RedZone Wireless, etc.) or mobile hotspot access through your wireless provider (e.g. Verizon, US Cellular, etc.) An additional map of "Tools From Car" apps is available to help determine where WiFi guest access may be located without the need to enter a building. For each site, please check the website information provided for availability and connection information.
Updates

- MyCampus Portal Go-Live
- Tiff Maiuri
• The list of staff being recognized for year’s of service can be found in the **Summit Booklet for 2020**.
2020 Staff Recognition Awards

• CIO Award
  • To recognize an individual’s contribution in delivering IT services that has gone above and beyond

• Todd Berry
  • Todd has assumed significant new responsibilities over the past year and helped guide the new Web and Data Solutions team to success
2020 Staff Recognition Awards

• Extra Mile Award
  • To recognize an individual who has gone the extra mile to provide high quality service delivery

• Zora Merrill
  • Zora has exemplified customer service, particularly in response to the COVID-19 pandemic, and advocating for innovative solutions to best meet customer needs.
2020 Staff Recognition Awards

• Team Award
  • Superior performance by a group or cross-functional team demonstrated by achievement of goals through collaboration; Recognizes outstanding teamwork within a group or team and promotes the spirit of teamwork within US:IT.

• IT Support/Help Desk Teams
  • Throughout the University's pandemic response, the technical support provided by our front line staff to the community has been praised and recognized across the system. Many thanks to the entire team for pulling together and proving that we remain a unified IT support organization.
Kudos & Acknowledgements

- Supporting Early College Growth
  - From Amy Hubbard, Executive Director, Early College
  - Thanks to the IT folks, we have been able to continue to use ExplorEC without any interruption, despite the closure of high schools and campuses.
  - I shared with Ursula [Shufelt] and Garrett [Fitzgerald] in a meeting recently that our summer enrollment is up by about 600 from last summer! They are helping to improve the course search feature by adding high school location and course descriptions.
Kudos & Acknowledgements

• Supporting UMA Dental Hygiene Program (Eaglesoft EMR)
  • From Nancy Foster, UMA Dental Hygiene Program Coordinator
  • I wanted to mention that John [Warenda] did a great job quickly drafting [installation] documentation for us and Kevin [Godin] was a complete rockstar these last two days remoting into our student laptops to on-board Eaglesoft- he was remoting into three laptops at a time! The students were also very impressed.
Kudos & Acknowledgements

• UMF Graduate Admissions CRM

  • From Erin Connor, UMF Associate Dean for Graduate and Continuing Education

  • I wanted to take a moment to thank you and share how wonderful it has been to work with Monica [Palmer] and Daniel [LaLonde]. It is strange that the process of implementing a CRM would end up being the highlight of my summer but it is true!

  • Monica's leadership and capacity for patience are impressive.
CIO Forum

• Comments/Questions?