

# US:IT CIO Open Forum

Wednesday, August 26, 2020

3 - 4 p.m.

*[Recorded Session](#) Via Zoom*

## SUMMARY

### **Coronavirus Update (David Demers)**

The [Together for Maine](#) website will be the primary resource for updates from the Chancellor and system leadership. David encouraged folks to also keep an eye out for messages that come via email. The [IT Resources Guide](#) has also been updated on maine.edu so it is easier to navigate and more current for the fall. Kudos to the Web Tech Team and IT Leadership Team for their work on the page.

### **[Supporting UMS Asymptomatic Testing](#) (Tiff Maiuri/Todd Berry)**

David shared that testing has begun for students in residence halls and those coming from out of state. Results will be tracked and shared with the public on a dashboard being created for the [Together for Maine home page](#).

Todd updated on the work being done to create the dashboard. Results will be received from Jackson Lab and ConvenientMD and aggregated to a data mart that will be used to generate reports. The dashboard is very general to help protect identities and there will be a 24 hour delay in posting. Internal reports can also be built out for incident commanders. Filters allow for sorting in a meaningful way. There is also a data collection form for folks to report on campus aspects. Todd shared thanks to the team for their hard work.

Tiff shared that there is a self service portal available for all to see results in the ConvenientMD app. She noted there have been some irregularities in the data files coming in and they are working to get that updated as soon as a new data file is received. There will be up to 2,000 tests per day with a 24-hour lag time. The number of tests will increase throughout the week.

*What is the expected turnaround time on tests? Will students moving in on Friday be out of isolation by the time classes start?* Tests will be reported in 72 hours or less and some isolation is expected.

There will be three phases of testing. Phase I is going on now, Phase II will begin in about two weeks and Phase III (random testing) will begin after the start of the semester. This is an evolving plan.

## Symptom Tracking

David shared that CampusClear is the chosen platform to be used for daily self health assessments. Folks are encouraged to begin using the app now, even if not on campus. This is not a diagnostic tool, but will simply allow for disclosure of symptoms. David provided a demo of the app, which is designed to take less than 10 seconds daily. After symptoms are chosen, there is a “go” or “no go” for going to campus that day. There is also an option to choose if not going to campus, so can be completed even by those working from home. Campuses will have access to rosters and the final results (not the symptoms checked) once they are downloaded each morning. This tool will help monitor traffic on campus, areas of concern, etc., but is not mandatory or compulsory.

*Does the app collect location data from your device? No.*

*For Campus Clear, is there any reason when signing up why I should not use my cell phone number, and instead use my UMS campus phone number? The app should not be asking for phone numbers. David will look into this. (Follow up - Individuals should only use @[maine.edu](mailto:maine.edu) email address to register. The email address is what tells the app you are affiliated with UMS and ensures results are recorded properly. Phone number is an option for visitors who may be using the web app.)*

The app can be downloaded from GooglePlay or the AppStore.  
(<https://play.google.com/store/apps/details?id=com.campusclear> or <https://apps.apple.com/app/campusclear/id1516163872>)

*So, regardless of health, if I am not on campus I should choose that? Yes*

*Have any of the beta testers used CampusClear on the IOS 14 beta? iOS14(b) has been confirmed working.*

## **Summer Classroom Upgrade Project (Angela Cook)**

David shared a review of scheduled updates that includes work on 164 rooms and the addition of 42 carts on campuses.

Angela provided an update on the funds provided and shared the aggressive timeline. Equipment installed or to be installed includes cameras, doc cameras, hanging mics, DSP, computers, etc. There have been many delays due to the availability of equipment and shipping issues, however most updates were completed by the start of semester. Angela shared thanks to all involved. There has been training over the last week and great feedback has been received. Many other rooms will be updated during winter break.

Document cameras have yet to be received and have proven very difficult to get. We secured some early and were told they would arrive this week, however they are sitting in customs and likely not to arrive for two weeks.

Kudos from David to Angela and the team.

## **Help Desk Fall Support (Mike Cyr/John Brown)**

John began by sharing the vision and goal of unifying the help desk. COVID has accelerated the need and a lot of work has gone into getting us to where we are today.

Mike outlined the channels we will use to “assist anyone from anywhere.” Help desk hours were chosen based on Fall 2019 metrics, keeping in mind a significant reduction in student labor. These hours will be monitored and adjusted as needed. Strategies were outlined, along with suggestions of ways IT staff can help.

David shared that it will be a challenge this fall and all hands on deck needed.

## **Kudos (David Demers)**

Acknowledgement received by Sara Abronze on behalf of Cutler Institute to the IT Support/Help Desk Teams (Team Impact Awardees) for collaborative support over the last few months.

Recognition from Sara Abronze on behalf of Cutler Institute to Networkmaine staff for quickly providing a remote VPN solution that helped reduce IT tickets this year.

Gratitude and appreciation from UMS Leadership for the incredible amount of work required to pull together the COVID-19 Testing Dashboard.

Special recognition for Jeff Jensen and Miki Yanagi for making the Summer 2020 Census reports happen.

## **Q&A**

David shared that many campuses have brought students back and then had to switch back to remote learning after an outbreak. We need to be prepared if that should happen here.

Any questions can be sent to David via email.



# CIO Forum

**US:IT**  
**August 26, 2020**



**University Services**  
**Information Technology**



# Agenda



- **Updates**
  - **UMS Coronavirus Update**
  - **Supporting UMS COVID-19 Testing**
  - **Summer Classroom Upgrades**
  - **Fall Help Desk Support**
- **Kudos**
- **Q&A**





# Updates



- **UMS Coronavirus Response**
  - Ongoing preparation for Fall Semester
    - [www.maine.edu/together](http://www.maine.edu/together)
    - Updated guidelines posted
    - [Updated IT Resources Guide](#)
- **Asymptomatic Testing for Students**
  - UMS Testing Results Dashboard
  - 3 Testing Phases
- **Symptom Tracking Platform**
  - CampusClear\* – Daily Health Assessment Survey

The screenshot shows the website's navigation bar with links for News, Universities, Students, Faculty & Staff, Trustees, Data & Policy, and Offices. The main content area is titled "Information Technology" and lists various resources such as Support, IT Resources and Tools, Course Delivery, Collaborative Tools, Remote Teaching, Support Remote Work, Remote Labs & Software, IT Support, and Other Resources. A large image shows a student wearing a face mask working on a laptop at a picnic table. Below the image is the heading "Welcome to Campus 2020: IT Resources and Tools" and a date stamp "\*\*UPDATED 08-17-2020\*\*". The text states: "As the University of Maine System prepares for the Fall 2020 Safe Return to campuses, this updated resource guide serves to inform members of the UMS Community on services and options to complete remote work, teaching, and learning. Please check back often, as additional services and tools will be posted here throughout the semester." Below this text are six smaller images with captions: "Verify Equipment/Internet Access", "Course Delivery", "Collaborative Tools", "Remote Teaching Support", "Support Remote Work", and "Remote Labs & Software".



# Updates

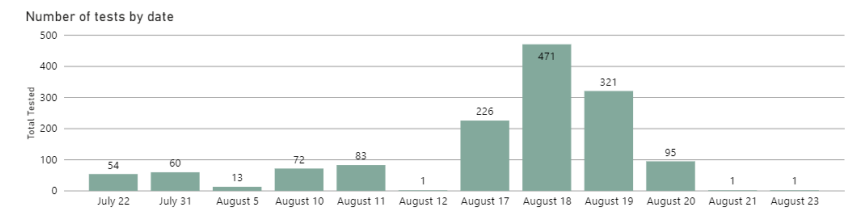
- **UMS COVID-19 Testing**
  - Todd Berry
  - Tiff Maiuri



## UMS COVID-19 Testing Summary

Data last refreshed on:  
August 26, 2020

<b>Total UMS Tests *</b>	<b>Total Positive UMS Tests</b>	<b>Total UMS Tests in the Last 14 days</b>	<b>Total Positive UMS Tests in the Last 14 days</b>
<b>1398</b>	<b>1</b>	<b>1116</b>	<b>1</b>

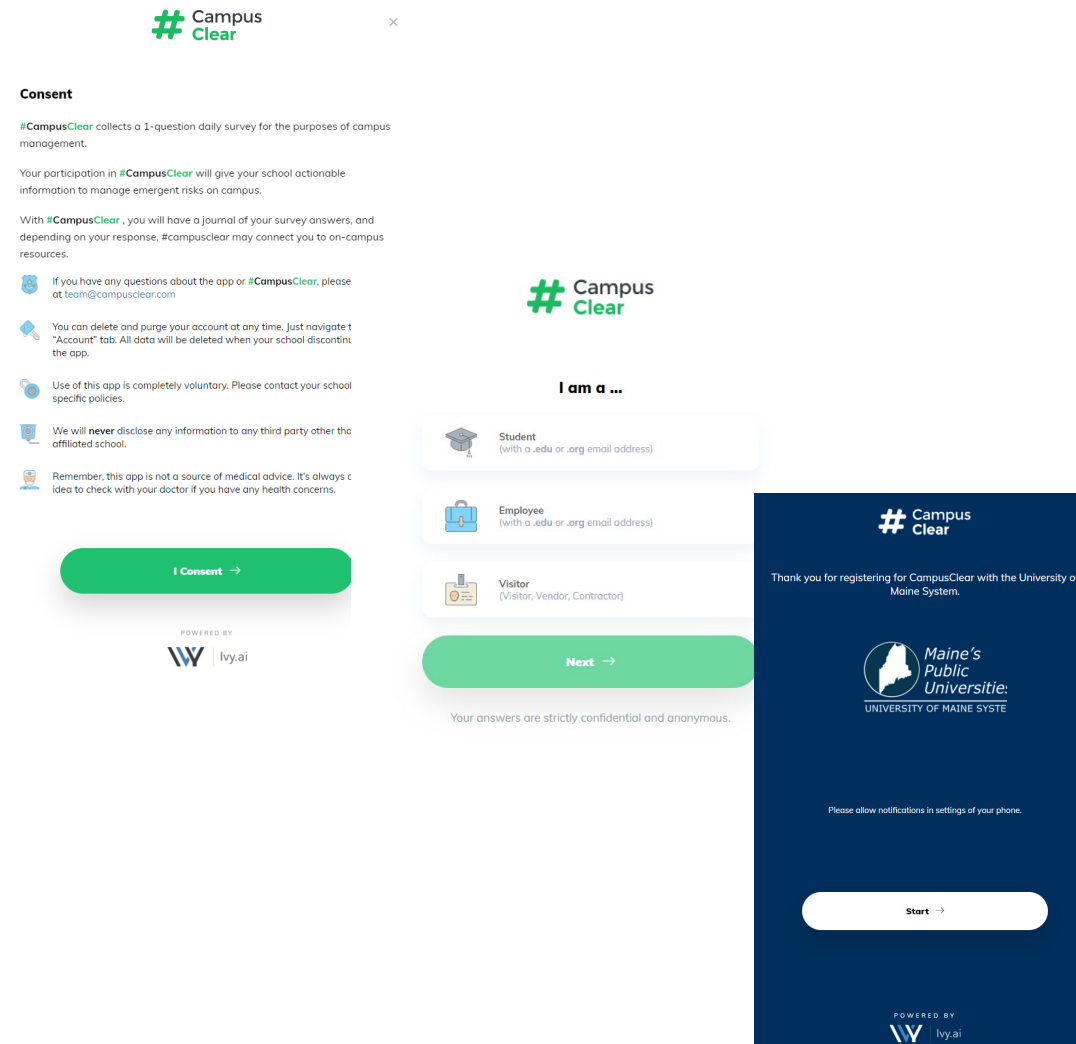


\* This data reflects fully completed tests conducted by the University for which results have been returned. Incomplete tests are not reported until completed. The data reflects results received until 24 hours prior to the posting update. This site is refreshed daily.



# Updates

- UMS Coronavirus Response
  - Symptom Tracking Platform
    - CampusClear\* – Daily Health Assessment Survey
  
- \*Demo



The screenshot shows the CampusClear app interface. At the top, it says "# Campus Clear". Below that is a "Consent" section with the following text:

**Consent**

#CampusClear collects a 1-question daily survey for the purposes of campus management.

Your participation in #CampusClear will give your school actionable information to manage emergent risks on campus.

With #CampusClear, you will have a journal of your survey answers, and depending on your response, #campusclear may connect you to on-campus resources.

- If you have any questions about the app or #CampusClear, please email [team@campusclear.com](mailto:team@campusclear.com).
- You can delete and purge your account at any time, just navigate to the "Account" tab. All data will be deleted when your school discontinues the app.
- Use of this app is completely voluntary. Please contact your school for specific policies.
- We will **never** disclose any information to any third party other than the affiliated school.
- Remember, this app is not a source of medical advice. It's always a good idea to check with your doctor if you have any health concerns.

At the bottom of the consent section is a green button that says "I Consent →". Below the button, it says "POWERED BY" followed by the logos for "WV" and "Ivy.ai".

On the right side of the screen, there is a section titled "# Campus Clear" with the heading "I am a ...". Below this heading are three radio button options:

- Student (with a .edu or .org email address)
- Employee (with a .edu or .org email address)
- Visitor (Visitor, Vendor, Contractor)

Below these options is a green button that says "Next →". Underneath the button, it says "Your answers are strictly confidential and anonymous."

At the bottom of the screen, there is a dark blue footer with the "# Campus Clear" logo, the text "Thank you for registering for CampusClear with the University of Maine System.", the Maine's Public Universities logo, and the text "Please allow notifications in settings of your phone." At the very bottom, there is a white button that says "Start →" and the "POWERED BY" logo for "WV" and "Ivy.ai".





# Updates

- UMS Coronavirus Response
  - Symptom Tracking Platform
    - CampusClear\* – Daily Health Assessment Survey



<https://play.google.com/store/apps/details?id=com.campusclear>



<https://apps.apple.com/app/campusclear/id1516163872>







# Updates

- **Fall Help Desk Support**
  - **John Brown**
  - **Mike Cyr**





# 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



## • Acknowledging Team Impact Awardees

- From Sara Abronze, Cutler Institute
- *The IT support services team provided a lot of collaborative support over the last few months to the Cutler Institute Technology Team. This is much-deserved recognition and I want to say thank you on behalf of Cutler.*
- *Network Maine should also be recognized for quickly providing a remote VPN solution that works [as it helped reduce the number of IT tickets this year]*



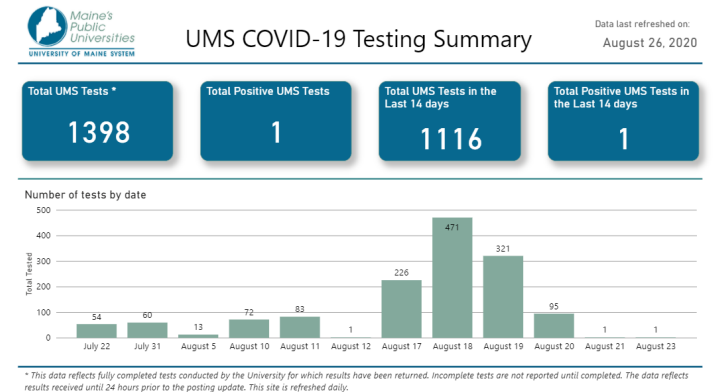


# Kudos & Acknowledgements



## • UMS COVID-19 Testing Dashboard

- From UMS Leadership
- *Much gratitude and appreciation have been provided in recognition of the incredible amount of work required to pull together testing results and making those results available both publicly and to campus stakeholders*





# Kudos & Acknowledgements



## • Summer 2020 Census

- *Migration of Census reports to the new PowerBI platform was completed for Summer 2020 reports. This has been a multi-year project that is now providing dynamic access to critical data for UMS stakeholders.*
- *Special recognition for Jeff Jensen and Miki Yanagi for making it happen for the Summer 2020 Census reports!*





# CIO Forum



- **Comments/Questions?**