

US:IT CIO Open Forum

Wednesday, October 28, 2020

3:30 - 4:30 p.m.

Via Zoom

SUMMARY

Coronavirus Update (David Demers)

The [Together for Maine](#) site on maine.edu continues to be the best source for COVID-19 updates and guidance. There are currently six known current cases throughout the system. We remain in a strong position as our testing indicates a low prevalence rate thus far. Random testing takes place every ten days with two rounds of testing remaining. The prevalence rate has been consistent since testing began in July. UMS and Maine have been faring well compared to peers, but there are concerns about the recent increase in cases in Maine. As a system, we must continue to be vigilant and maintain testing protocols.

Open Sessions - Cost Savings Brainstorming (David Demers)

Based on the State's final projections of the budget impact related to COVID-19, UMS is looking at a \$2.2M curtailment for FY21, FY22. There are reserves available to help this year, however those funds will not be available for next year. The open sessions held earlier this month generated over 50 cost saving ideas. The IT Leadership Team reviewed the list and identified the top concepts to focus on in FY21. The next step will be to assign a lead for each item identified. Those leads will create small working groups to work on operationalizing the concepts.

It should be noted that ideas that didn't make the cut this year are documented and will not be lost. Decisions were made based on ideas that can be moved ahead in the next several months.

TeamDynamix Update (Robin Sherman/Angel Allen)

Robin provided an overview on the RFP award received in Spring 2020. The full implementation was put on hold, however knowledge and asset management were identified as priorities and will be moving forward.

Angel shared short term goals and the implementation structure. The steering committee will help guide the implementation process and help with long term governance. The data integration team is looking at where existing data can be used and best applied. A technical implementation team and module teams will be created. Process consulting around the modules is available and will begin around mid-November.

Additional information is available on the [TeamDynamix Confluence Space](#).

It should be noted that Atlassian is changing its licensing model to SaaS. Discounts offered to higher ed in the past will not be carried forward. A projected increase in cost expected.

Box to OneDrive Migration (Steven Premeau)

Steven reviewed the scope of the project and teamwork required is ongoing. Currently, the vendor is running a simulation and the project technical team is serving as a pilot group to do some testing. A communication about the process is being finalized and will be targeted to all members of campus communities. Actual cutover dates remain TBD, but migration mapping is underway. Folks should continue working in Box until the cutover date is announced. Once a communication and training plan is in place, the cutover date will be determined and Box will be retired.

Can a rough timeline be shared? The hope is to complete before the spring semester, however there are too many variables to determine if that deadline can be met. We must be off Box by the end of Feb 2021.

This sounds like it could take awhile. If we have departments that have not moved to Box, could we possibly move them to OneDrive sooner? We are not well positioned to provide support for department usage in sharepoint at this time and are not encouraging self migration. Standards and conventions are being set up that will allow new departments to be added. Questions can be submitted to the project team via email at cloudstorage-group@maine.edu.

Is there a phase where users should clean out / empty any old / outdated / no-longer-needed files? We are not encouraging this as it will not save significant time during migration. The process will allow for moving and preserving edits of documents and they can be recovered if necessary.

Will the Box license be extended another year? There is no plan to extend, but the team is investigating options, if needed. Syncing data gives us flexibility, so both options will be available until confirmation of a successful migration.

Kudos (David Demers)

From Jennifer Boutin, USM/SBDC to USM/UMS IT staff for helping them be successful with remote work. Particularly, Kim Tran, John Brown, Jeremiah Gould and Glenn Eichel.

From Jeanne Matthews, UMS General Counsel Office, to UMA/ITSS team for keeping equipment going and keeping them on track.

Q&A

Is Citrix in labs considered a duplicative service? It is on the list of items identified, however requires an initial investment to deliver long term savings.

Can we sign up for one of the working groups? Folks can reach out to David if interested. Andy Moody expressed interest in serving on the service catalog review working group.



CIO Forum

US:IT
October 28, 2020



University Services
Information Technology



Agenda



- Updates
 - UMS Coronavirus Update
 - Cost-Saving Ideas
 - TeamDynamix Update
 - Box/OneDrive Migration
- Kudos
- Q&A





Updates



- **UMS Coronavirus Response**
 - **Daily UMS Coronavirus Briefings (maine.edu/together)**
 - **6 Known Current Cases**
 - **UMA – 2**
 - **UM – 1**
 - **UMF – 2**
 - **USM - 1**

The screenshot shows the 'Together for Maine Plan' website. The header includes navigation links: Home, Chancellor's Message, Safe Return Planning, Unifying Principles, Informational Videos, Safe Return Committees, Community Guidance, Recent Updates, and Earlier Updates. The main content area is titled 'Together for Maine Daily Briefing and COVID-19 Data Update: 10/27/20' with a date of 27 OCT 2020. It features a section for 'University of Maine System COVID Data by Campus' showing 6 known cases of UMS students or employees in public health agency isolation. The cases are listed as: 2 UMA, 1 UMaine (one individual, fully remote who tested independently of the university), 2 UMF (one individual released from isolation), and 1 USM. There are no known cases at the other University of Maine System universities. The page also includes an 'Asymptomatic Screening Update for Fall Safe Return' section with 26,147 tests results to date and 26 positives results representing new diagnoses of COVID-19. A 'Quarantine and Isolation Capacity Remains Strong' section states that 97% of University-administered quarantine space and 98% of University-administered isolation space is currently available statewide. The footer includes 'UMaine' and 'UMA' links.

Updates

• UMS Coronavirus Response

• Asymptomatic Testing

- 26,159 test results received to date
- 26 total positive results since July
- Appx. 0.1% positivity rate

• Phase III Random Selection underway

- 1500 individuals selected across UMS every 10 days for surveillance testing
- Most recently completed 4th round of testing
 - 1135 test results
 - 1 Positive
 - Inferred prevalence rate 0.11%



UMS COVID-19 Asymptomatic Test Summary

Data last refreshed on:
10/28/2020 5:02 AM

Total UMS Tests *

26,159

Total Positive UMS Tests **

26

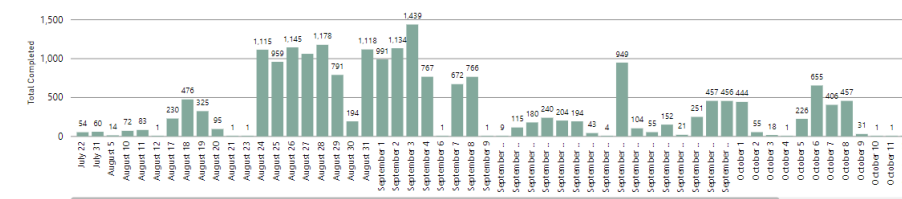
Total UMS Tests in the Last 14 days

5,645

Total Positive UMS Tests in the Last 14 days

8

Number of tests by date



* 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.

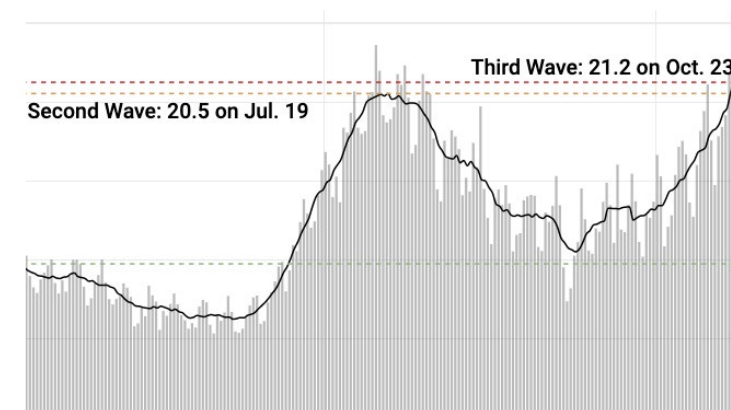
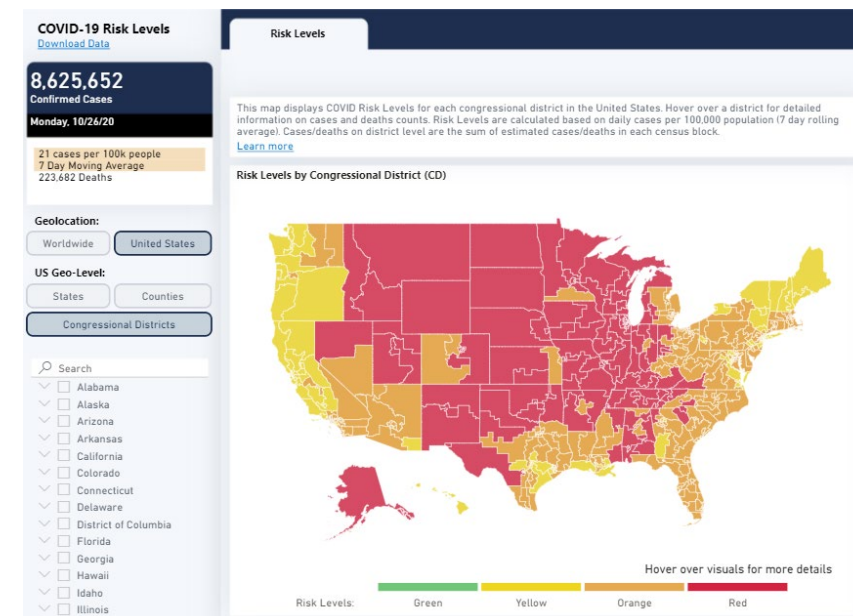
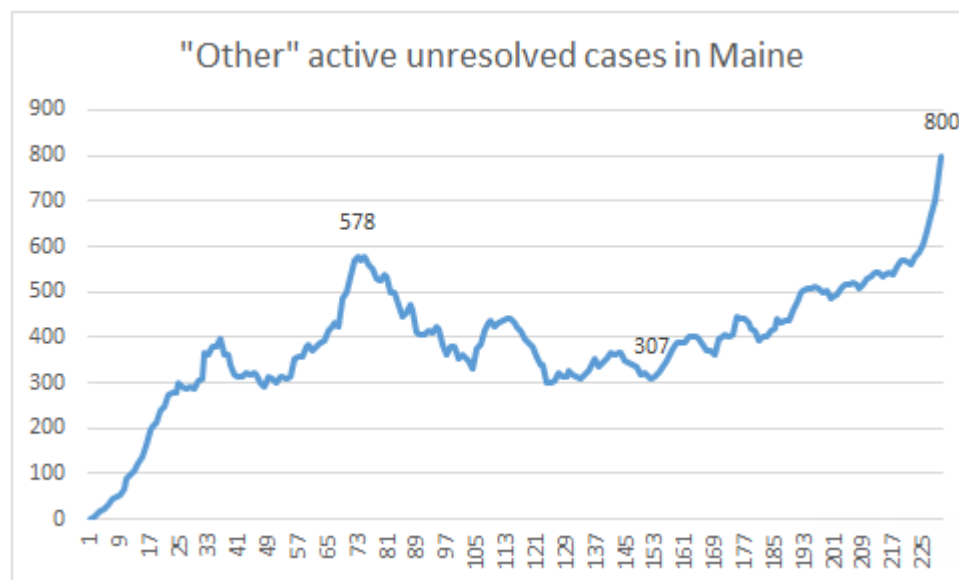
** Positives results represent new diagnoses of COVID-19

Upper Confidence Limit by Round (95%)								
	UMS	UMA	UMF	UMFK	UMM	UM	USM	UMPI
Round 1	0.00112	0.00362	0.00336	0.00471	0.00449	0.00177	0.00273	0.00468
Round 2	0.00106	0.00454	0.00322	0.00449	0.00431	0.00181	0.00261	0.00452
Round 3	0.00106	0.00438	0.00305	0.00431	0.00410	0.00169	0.00249	0.00437
Round 4	0.00106	0.00510	0.00289	0.00405	0.00394	0.00159	0.00238	0.00415



Updates

- **UMS Coronavirus Response**
 - **UMS and Maine faring well compared to peers across U.S.**
 - **HOWEVER** – trends are moving in a concerning direction





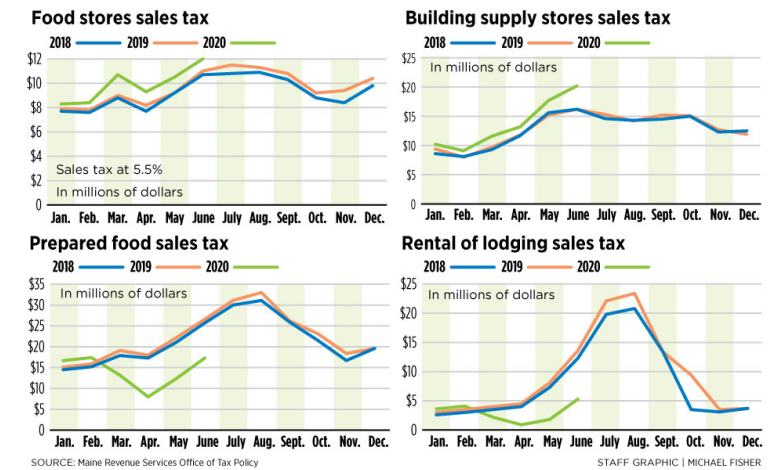
Updates



- UMS Budget/Cost Saving Update
 - State has finalized projections on budget impact related to COVID-19
 - Impact to UMS = \$2.2M curtailment for FY21, FY22

COVID-19 effect on Maine sales taxes

Mainers have spent more than usual on taxed grocery store foods and on building supplies during the pandemic, but restaurant and hotel closures drove down sales and the taxes they generate, contributing to a projected \$1.4 billion state revenue gap over the next three years.



Updates

- **UMS Budget/Cost Saving Update**

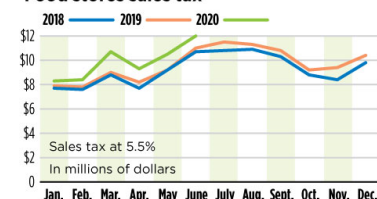
- **IT Open Sessions**

- Over 50 cost saving ideas generated
- Reviewed with IT Leadership Team
- Top Concepts to focus on for FY21:
 - Review Address Verification Service/Subscription
 - Maintain/provide vendors with current FTE counts for licensing
 - Review/optimize computer lab software licensing and utilization
 - Copier/Printer Fleet optimization (# devices, default settings, cycling)
 - Optimize computer lab and desktop hardware refresh cycles based on data
 - Optimize OS and software application management (reduce # supported, imaging & deployment)
 - Review service catalog to identify duplicative service offerings, high-cost/effort services; better leverage existing functionality within enterprise platforms
 - Optimize student employment strategy

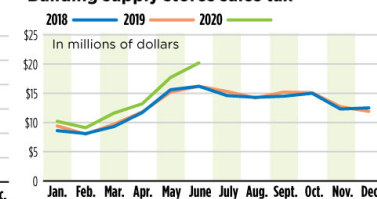
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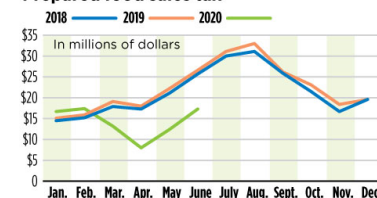
Food stores sales tax



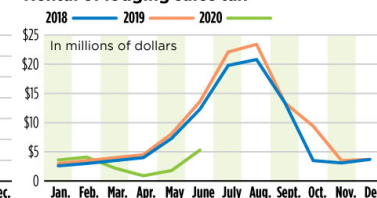
Building supply stores sales tax



Prepared food sales tax



Rental of lodging sales tax



SOURCE: Maine Revenue Services Office of Tax Policy

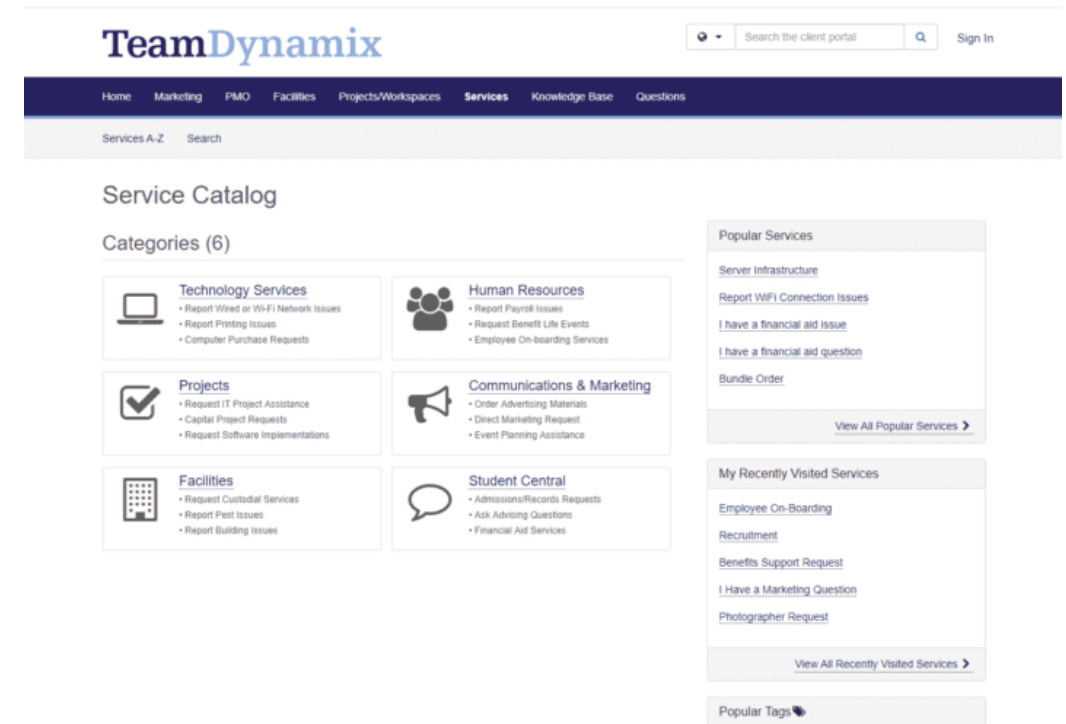
STAFF GRAPHIC | MICHAEL FISHER



Updates



- **TeamDynamix update**
 - ~~John Brown~~
 - Robin Sherman
 - Angel Allen





Updates



- **Box/OneDrive update**
 - Steve Premeau





Kudos & Acknowledgements



• Supporting Remote Work

- From Jennifer Boutin, USM/SBDC
[note sent to President Glenn Cummings]
- *I wanted to take a moment to give a shout out to USM/UMS's IT team. I can't imagine how busy they have been trying to get the entire system/university access to the training and tools we need to continue our work. I know our department has reached out for a TON of help in the last six months for a whole host of issues. They are incredibly responsive, helpful, and generally fix the problem in a very timely manner.*
- *It really speaks to a solid, well-run IT department that has gracefully taken on a huge amount of the work in transitioning to meet the demands of faculty, staff and students.*
- *Particular shout out to **Kim Tran**, **John Brown**, **Jeremiah Gould**, and **Glenn Eichel**. I know the rest of my team here at the SBDC has also worked with various helpdesk reps and we are so thankful for their assistance.*





Kudos & Acknowledgements



• Responsive Customer Support

- From Jeanne Matthews, UMS General Counsel Office [to the UMA/ITSS team]
- *You all do a wonderful job keeping our equipment going and keeping us on track. I know that you are mindful of costs, as well as aware of what we need to get the job done. I have full confidence in your department! Thank you!!*





CIO Forum



- **Comments/Questions?**

