

US:IT CIO Open Forum

Wednesday, January 27, 2020

3 - 4 p.m.

SUMMARY

Coronavirus Update - Spring Testing Walkthrough (David)

Classes resumed this week and campus return testing is underway using returning partners JAX/Convenient MD and Vault. Weekly testing for all on-campus students, faculty and staff is set to begin Feb 1 with new partner ShieldT3. A mobile testing lab is now in place on the Orono campus, but will likely not be ready for another week or two. David shared some of what the user experience will be for those using the Rokmetro app for testing. UMS SSO will be used for access to the app which will allow scheduling of appointments at any available testing sites, check in at the testing sites and reporting of current status. The next steps for rollout were reviewed including app availability communication, training/resource guides and instructional videos development, and training for testing teams. David shared a huge thank you to the folks involved in standing up the platform.

Will vaccination processes be able to use this app/similar workflows etc? It's too early to say at this point, but not likely. Possible platforms and tools for tracking vaccinations are being explored.

Will those of us without 'smart enough' phones be able to track all this through the web/email? The team is working with vendors to complete a rollout of a web app, but it is not yet available. There is a chance it may be available by the end of next week. There is a mechanism in the app for check in staff to look you up, but not sure yet how results will be delivered. The hope is that this will be available before results need to be shared.

I have an appointment already scheduled thru the UM appointlet, is this ok? Yes. UMaine already had a plan in place. This will be ok for the first couple of weeks, though is likely to shift over. The app is still needed to check in and see results.

What (if anything) will staff who will not be on campus during the semester have to do other than indicate that they will not be on campus? If exempt, make sure you're not included in the roster.

How broad has testing been for use of the apps? There are some recent reviews commenting that the app has rather poor performance at best, non-functional at worst. The app is used and has been used by UI for testing of about 40,000 individuals weekly. This semester Wisconsin, Vanderbilt and other schools are also using the app. Rokmetro is a start up, but they have been very responsive. Bugs are expected. (Current Bug: When a site is selected, you must select it twice.)

The app does not let us sign in yet, it says no organization. The SSO will not be set up until later tonight.

Snow Day/Inclement Weather Guidance (David)

ACSUM/COLT/Non-represented hourly staff will not work, unless deemed essential, and will use administrative leave.

Salaried, Non-represented and UMPSA staff will be expected to manage time to support the university. Departments will make their own determinations.

Any questions or concerns should be discussed with supervisors.

Projects Update

Cloud Storage Migration (Steven Premeau)

Steven provided a brief recap of the migration including the project timeline since the kickoff in Summer 2020. The migration for personal space is complete and the department cutover is almost complete. Development of documentation and training are underway. Information sessions and office hours will be established and a [resource page](#) has been created in Confluence. General and targeted communication has been ongoing and will continue. Folks still using Box will be identified and contacted as usage is winding down. The demand for support has been lower than expected, but is keeping the team busy. February will bring focused attention and individualized assistance for those in need. There will be some availability of Box items until the end of June, however we hope to have everything in place in February. The final sync for the department cutover will be this weekend. Next steps for the team will be to continue work on migrations issues, off-boarding of Box, and the closeout of the project.

For individuals whose personal files didn't migrate properly: Folks are expecting IT to handle it. Will IT handle those? Specific cases may be handled differently. In general, we do have the ability to ask the contractor to migrate files again. Some team members can do so manually. A ticket should be submitted and may be escalated to Tier 3. More information can be found on the [Confluence page](#).

One individual had a personal folder shared externally. Do permissions need to be reset? There was a step that was missed for those sharing externally and the team can help with those issues.

Kudos (David Demers)

From Jean Schmidt to Aaron Gagnon, Ray Soucy, Dustin Miller and their teams for working cooperatively with Information Security on assessments this spring.



CIO Forum

US:IT
January 27, 2021



University Services
Information Technology



Agenda



- **Updates**
 - UMS Coronavirus Update
 - Spring Testing Protocol
 - Snow Day/Inclement Weather Guidance
 - Projects
 - Cloud Storage Migration
- Kudos
- Q&A





Updates

- **UMS Coronavirus Update**
 - **Spring Opening Plan**
 - Classes have resumed this week
 - **Campus Return Testing is underway**
 - 2 rounds of testing for all residential, in-person students, populations of interest
 - Utilizing existing testing partners
 - JAX/ConvenientMD
 - Vault
 - **Weekly surveillance testing to begin for *all* on-campus students, faculty, staff 2/1**
 - New testing partner:
 - ShieldT3
 - Mobile Lab in Orono





Overview



The *UMS Safer Community* and *Safer Community Check In* apps from Rokmetro will be used to coordinate ShieldT3 COVID-19 testing for UMS campuses during the Spring 2021 term

- **Safer Community App** - for students, faculty, staff
 - *Schedule Test*
 - *Check In for Test*
 - *Receive Results*
 - *Status Updates*
- **Safer Check In App** - for test site check-in staff
 - *Check individuals in for test*
 - *Confirm identity*
 - *Look up individuals, if necessary*
 - *Assign sample vial to individual*

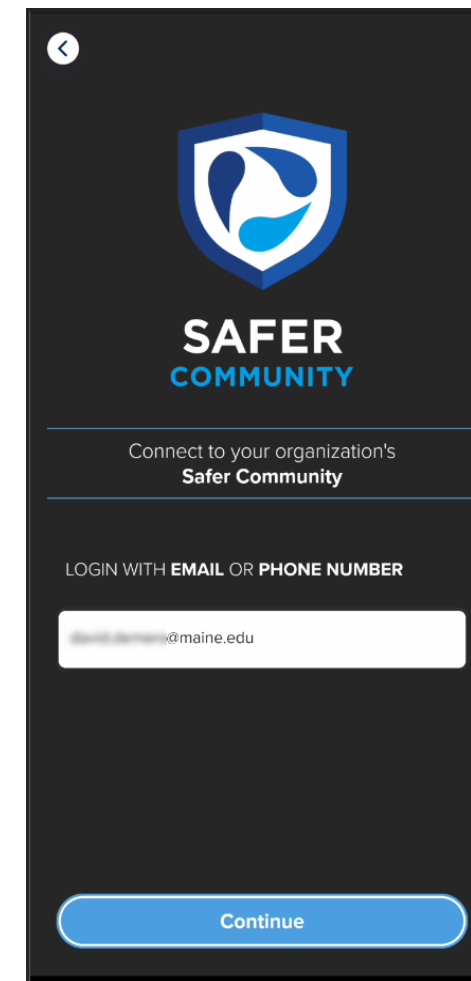




UMS Safer Community App

The *UMS Safer Community* will be available for download for Apple iOS and Android devices through the respective app store.

- Uses UMS Single Sign-On
 - Ensures identity of individuals for testing



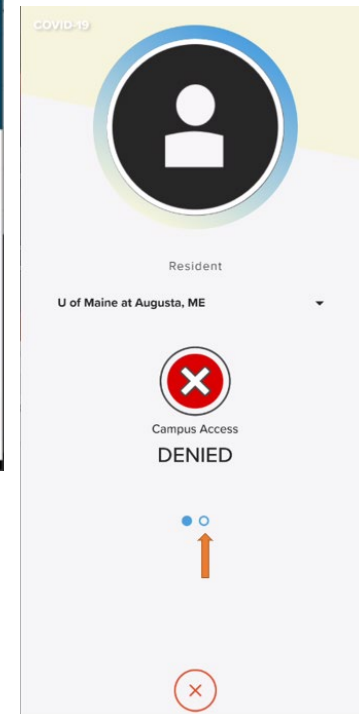
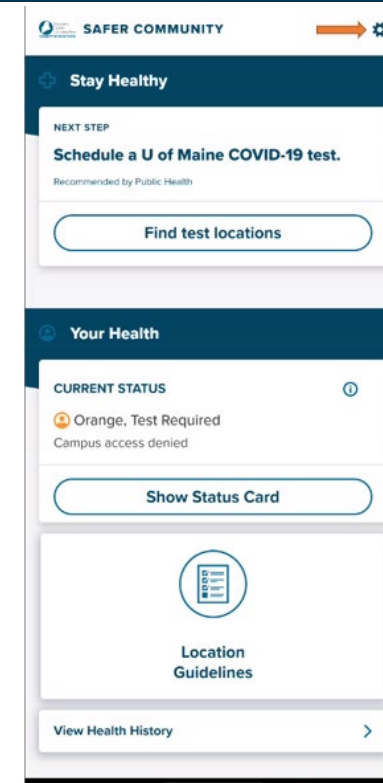


UMS Safer Community App



The *UMS Safer Community* will provide students, faculty, staff with an indication of their current status

- **Yellow**
 - Recent Negative Test
- **Orange**
 - First time user; past due test
- **Red**
 - Positive test

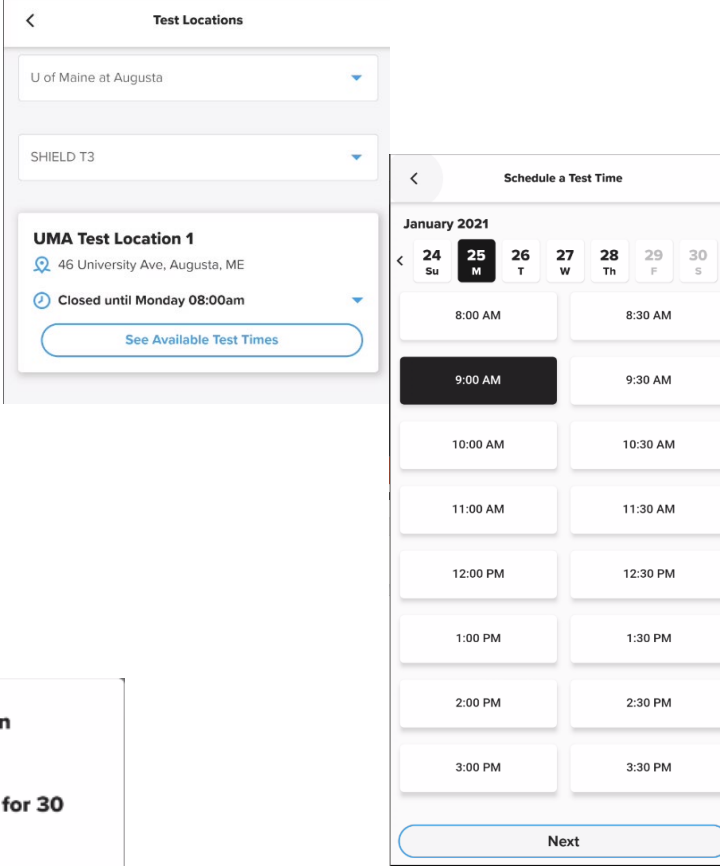




UMS Safer Community App

Students, faculty, staff will be able to schedule a COVID-19 Test Appointment directly through the app

- All campuses and test locations selectable
- Schedule of available appointment slots by date/time
- Appointment confirmation and directions provided



The app interface shows two main screens. The first screen, titled "Test Locations", has a dropdown menu for "U of Maine at Augusta" and another for "SHIELD T3". Below these, it displays "UMA Test Location 1" at "46 University Ave, Augusta, ME" and notes it is "Closed until Monday 08:00am". A button "See Available Test Times" is at the bottom. The second screen, titled "Schedule a Test Time", shows a calendar for January 2021 with the 25th selected. Below the calendar is a grid of time slots from 8:00 AM to 3:30 PM in 30-minute increments. The 9:00 AM slot is highlighted. A "Next" button is at the bottom.

Your test time reservation has been confirmed.

Please do not smoke, eat, or drink for 30 minutes prior to your test.

OK



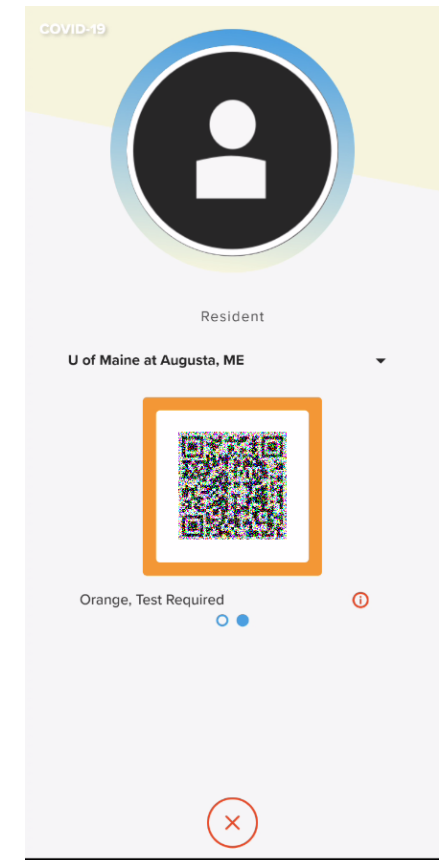
UMS Safer Community App

Push notification will remind/prompt individual of their scheduled test

- Upon arrival for test, individual will use the app to display their appointment QR code
- This code will be scanned at the testing location to check-in the individual
 - Confirmation of identity will be performed using available demographic information

Patient is scheduled for an appointment on January 25, 2021, 09:00 at UMA Test Location 1. Do you want to continue?

Yes No



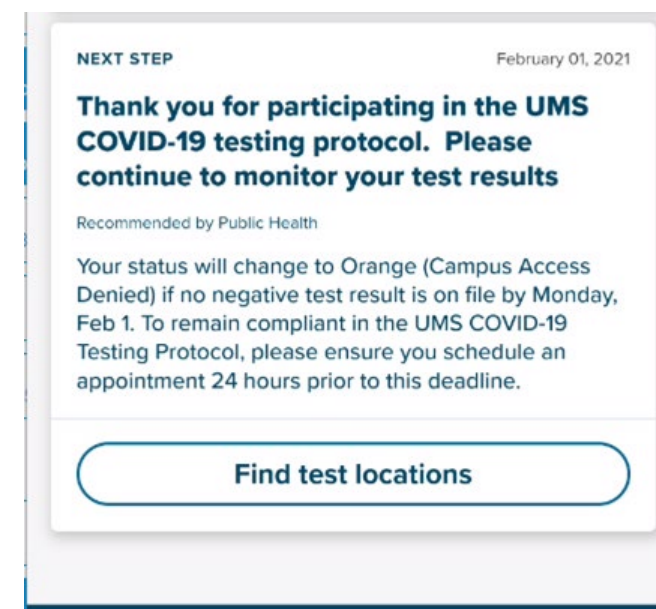
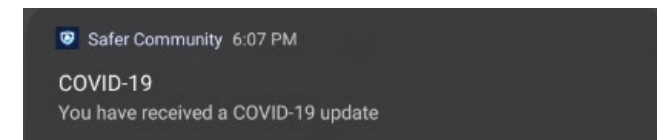


UMS Safer Community App



Upon completion of the test, individuals will receive a push notification confirming their updated status

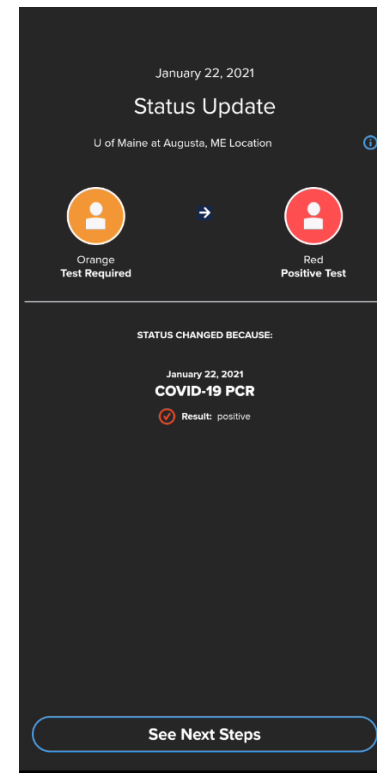
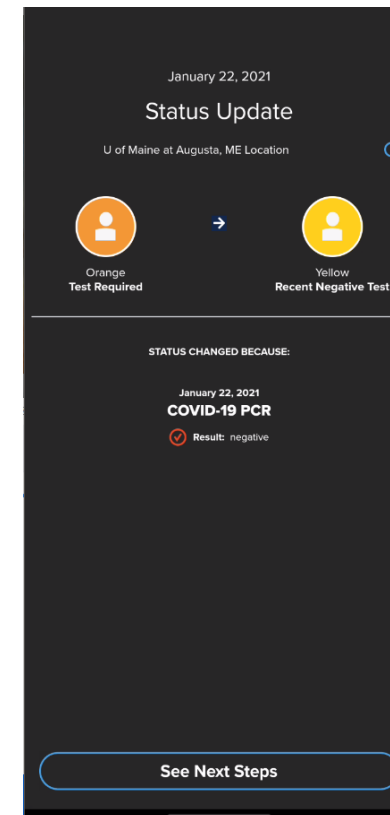
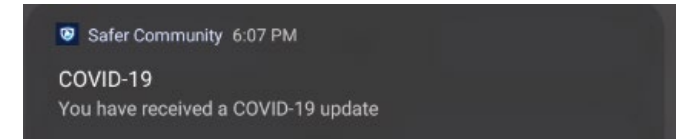
- Updated status also presented in the app



UMS Safer Community App

When results are available, individual will again be alerted via push notification

- Result panel will confirm updated status and provide next-step guidance based on result



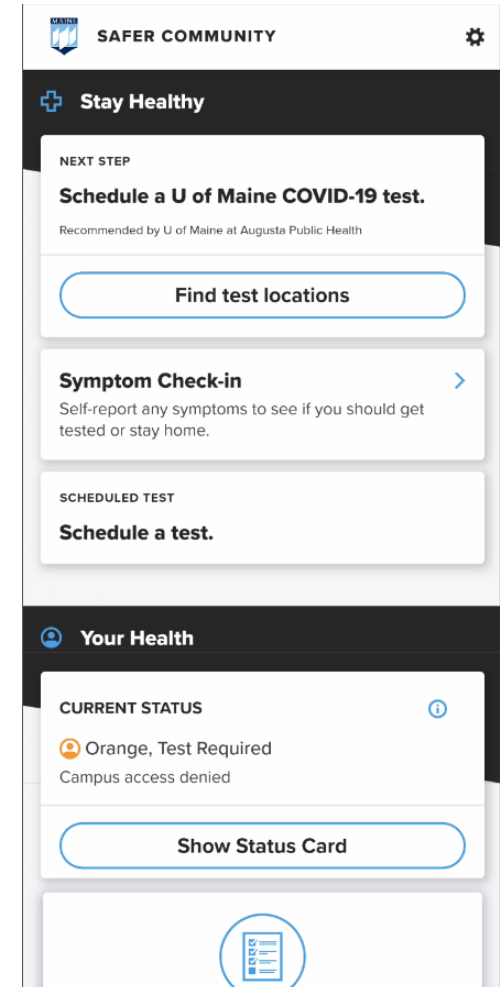


UMS Safer Community App

Rollout plan

- Expect general availability of iOS/Android apps in respective app store by Wed. evening
- *DRAFT* Training/Resource Guide available
- Instructional Video to be developed by Fri.
- Overview/training on the use of the Safer Check-In app with Testing Teams completed
 - Check-In devices have been ordered and received
 - Expect installation of Check-In app to be completed by Thursday with delivery of devices to campus testing leads by end of week
 - Asking campus liaisons to remain on this call to coordinate logistics

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UMS Safer Community App

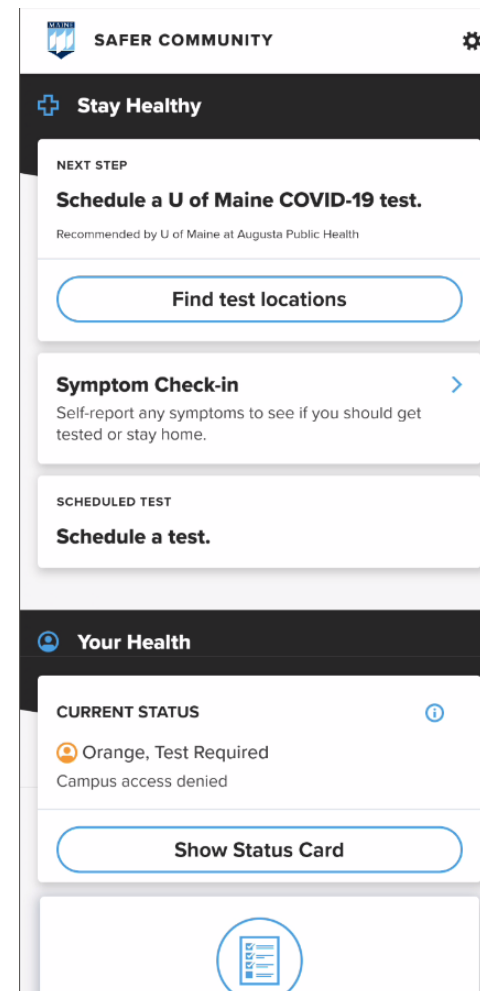


Thank You!

- A huge thank you to the team responsible for coordinating and standing up the platform under severe pressure and time constraints:

- Steve Premeau
- Karl Volz
- Todd Berry
- Brian Pomelow
- Sue Robinson
- Judith Ferrante
- Campus ITSS Teams

Drew Northup
Tiff Maiuri
Aaron Gagnon
John Forker
Brenda Kane
Deb Ugosoli



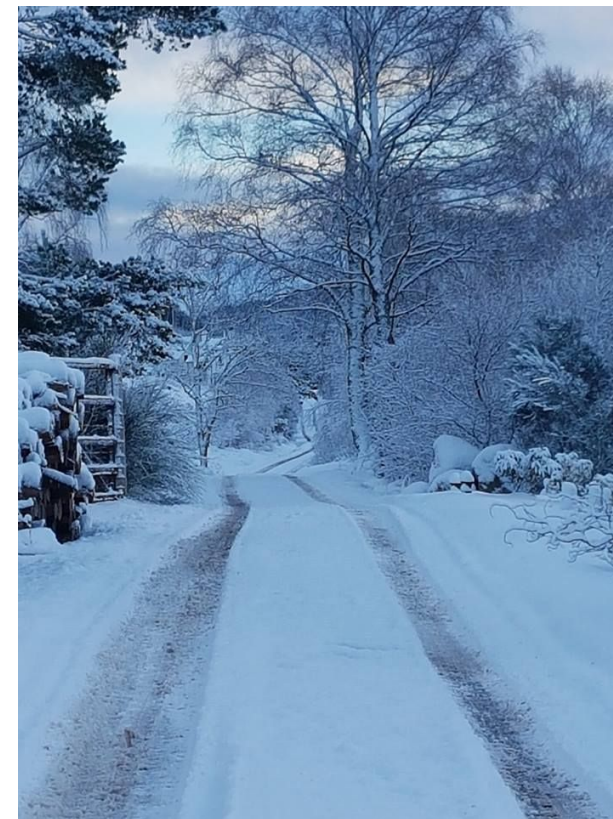


Inclement Weather Guidelines



- Updated Guidelines for Hourly Staff (ACSUM/COLT/Non-Represented)

- These employees (except for those designated as ESSENTIAL) will not work and are to record the ***hours they were scheduled to work during the campus closure period*** as ADMIN leave

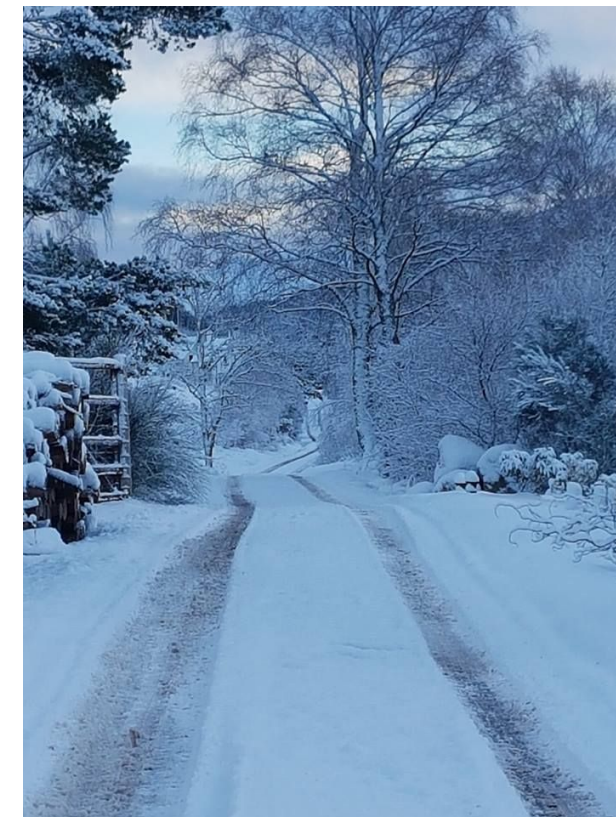




Inclement Weather Guidelines

• Updated Guidelines for Salaried Staff (Non-Represented; UMPSA)

- These employees will be expected to effectively manage their time to complete the work necessary to serve the university community in the case of a campus closure.
- Each department will determine check-in expectations during a campus closure which may include:
 - Checking email
 - Participating in Zoom meetings
 - Checking voicemail
 - Review/approval of documents





Project Updates



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



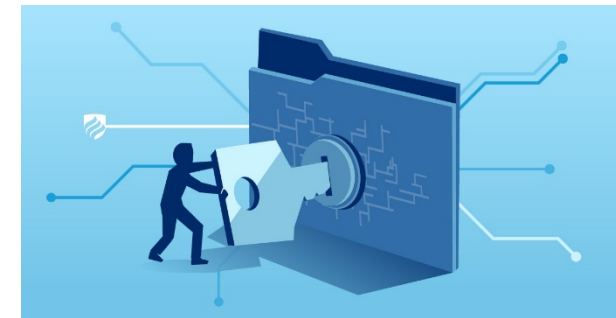


Kudos & Acknowledgements



• Supporting Security Assessments

- From Jean Schmidt, IT Security Analyst
- *I'd like to provide some kudos to **Aaron Gagnon, Ray Soucy, Dustin Miller**, and their **teams** for working so cooperatively with Information Security on multiple assessments this spring.*





CIO Forum



- **Comments/Questions?**
- **2020 State of IT Report**
<https://wpsites.maine.edu/stateofitreport/>

