

# US:IT CIO Open Forum

Wednesday, December 15, 2021

3 - 4 p.m.

Via Zoom

## SUMMARY

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

There are over 50 million total reported cases across the US and a 71% increase in the 7-day average since October. At this time, things are worse in Maine with a 112% increase in the 7-day average. There have been no reports of the new variant yet, but it is likely in the US.

Vaccinations for new faculty, staff and students are being uploaded daily within the UMS and the vaccination rate is at 95.6%. David updated on compliance and shared concerns about the number of staff that are not fully compliant. There are currently 520 registration holds in place for students that are not fully compliant.

UMS is working with ShieldT3 to provide home kits for testing. Folks would collect their own samples, activate them and drop them off at designated locations. Two campuses are piloting this process and it is showing a rejection rate of about 3%, which is within the threshold. The hope is to have this available across the system this spring.

### **New IT Staff (David Demers/Supervisors)**

Supervisors took a moment to introduce new staff that started after January 2021, These folks will also be featured in the upcoming State of IT 2021 Report.

Joanna Arsenault, IT Specialist CL3, Campus Card & Cellular Services, USM

Gerard Bailey, IT Specialist CL2, IT Support Services, UMF

Jonathan Bean, Network Engineer I, Networkmaine/Infrastructure, USM

Corey Coombs, IT Specialist CL3, IT Support Services, UMaine

Cole Gilman, IT Specialist CL2, IT Support Services, UMaine

Joseph Pooler, Desktop Services Technician, IT Support Services, USM

Joseph Kennedy, Media Services Technician CL2, IT Support Services, UMaine

Nathan Shea, IT Specialist CL3, IT Support Services, UMaine

Nickolas Tozier, IT Specialist CL3, IT Support Services, UMaine

Chris Walker, IT Specialist CL2, IT Support Services, UMaine

Lynne Woods, Information Security Analyst II, Information Security, UMA

## Updates

### **Hardware Standards (Lauren DuBois, Aaron Gagnon, Judith Ferrante)**

Lauren introduced the project and noted that the [Standard Technology Purchasing Guidelines](#) will be shared with the CBOs at their meeting tomorrow, December 16, and will eventually be established as an APL. Tier II staff are reminded to take the Dell training if they have not already done so.

Judith shared that the [US:IT Computer Standards](#) are now available in the TeamDynamix (TDX) Knowledge Base (KB) and [linked on the maine.edu IT page](#). Standard equipment can be found in the MaineStreet Marketplace (MSM) Dell punchout.

Aaron shared the current minimum specifications for hardware standards and indicated that some customizations are permitted without changing the base package. The transition of product models have included just modest changes so far. There have been some transitions in the monitor space, as glass has been affected by supply issues.

Judith shared that warehousing with ReadyStock will begin in the new year, but details are still being worked out. On the Dell site, shipping times are now available and have actually improved for now. When the warehouse is stocked, those items will show as available in MSM, but will not be configurable. David indicated this should ramp up turnaround time and thanked the group for their efforts.

Any questions can be directed to Lauren, Judith or Aaron via email.

### **TeamDynamix (Angel Allen, Mike Cyr, Sara Farnham)**

Mike provided some background information on IT Service Management and how the TDX KB will be integrated as a support tool.

Angel provided an overview of where we are with implementation including work in progress and upcoming tasks. The KB is now live for internal IT users and public users accessible through a TDX portal. Candidate training is required for folks who want to create content, but everyone can search and everyone can and should contribute to the KB. Confluence will go away eventually and information stored there may already be obsolete. Next steps reviewed. KB questions can be directed to Angel or Mike via email.

Sara provided an update on the use of TDX for Asset Management. Phase I is nearly complete, bringing in end user devices like Dell, SCCM, JAMP and other EUT related inventories. Phase II is in process, bringing in classroom technology/AV. Phase III is in the early stages and will bring in software licensing. Phase IV Network Infrastructure and Phase V Servers/Enterprise Apps will be starting soon.

Foundational data automations are complete and continually reviewed. Onboarding will include an automatic import along with manual forms that can be created for each area. Next steps

include identifying personnel to fill roles, reporting work, creating/documenting processes, identifying other classes and the sharing of training videos.

Mike shared that the current Service Catalog will now be integrated with TDX. This will help with standard requests, simplifying integration with KB and will support help desk staff. The team is currently working on structure, design and defining user tasks. Next steps include testing, design adjustments as needed, population of services and identifying standard requests.

## **Kudos (David Demers)**

From Gretchen Catlin to Kate McPherson and Peter Cyr for going the extra mile in helping to diagnose and fix an issue with her laptop remotely.

From Kristine LeBlanc to Matt Byther, Robin Perry, Dwane Morrison and Maria Irrera for being great partners and helping with a needed adjustment at a critical time.

From Andrei Strukov to Adam Smith and Nick Millett for their efforts in helping with IT/AV technology planning for an international ceremony.

From Will Biberstein to Serge Drage and Adam Smith for going above and beyond to support the the Governor's Climate Control press conference

From Josh Belanger to Kerry Anderson for his quick and thorough support in helping to find a Google Drive ownership solution.

## **Q&A**

*How can someone upload test results in PNC that are not from the UMS?* There is currently no way to do this manually, but each campus incident manager can be sent a copy and they will upload.

*What does the CL in IT Specialist CL1-2-3 mean?* Career Level.



# CIO Forum

**US:IT**  
**December 15, 2021**



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



# Agenda

- **Updates**
  - UMS Coronavirus Update & Guidance
  - New IT Staff
  - Hardware Standards
  - TeamDynamix ITSM
- **Kudos**
- **Q&A**

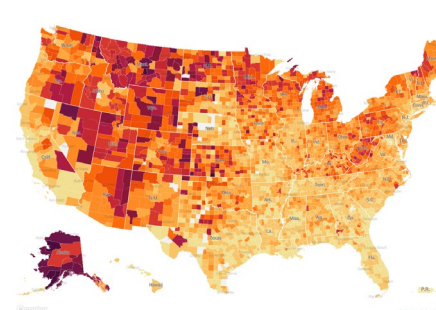




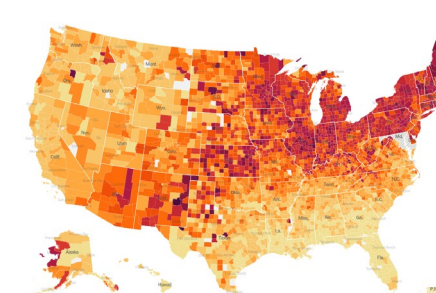
# Updates

- **US Coronavirus Update**
  - 50.1M Total Reported Cases
  - Nation seeing another “wave”
    - 71% INCREASE in 7-day average case rate since October 26
      - October 26 – 70,291
      - December 13 – 120,056

October

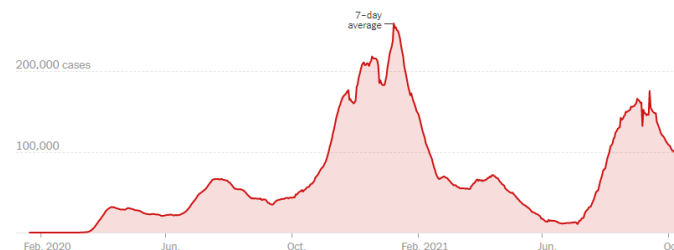


December



New reported cases

All time Last 90 days



New reported cases

All time Last 90 days







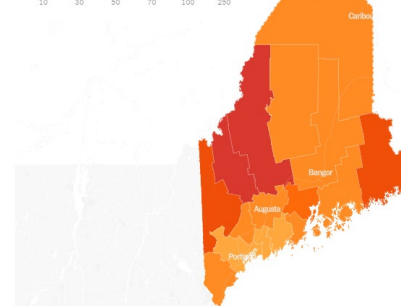
# Updates

- **Maine Coronavirus Update**
  - **129,997 Total Reported Cases**
    - Setting New Daily Records
    - **112% INCREASE** in 7-day Average New Case Rate since October 26
      - October 26 – 463
      - December 13 - 983

Oct.

Hot spots

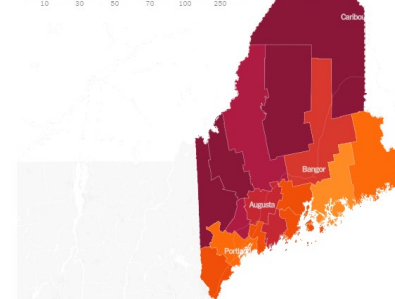
AVERAGE DAILY CASES PER 100,000 PEOPLE IN PAST WEEK



Dec

Hot spots

AVERAGE DAILY CASES PER 100,000 PEOPLE IN PAST WEEK

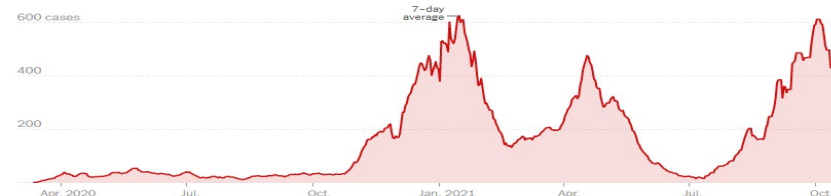


New reported cases

All time Last 90 days

New reported cases

All time Last 90 days





# PNC Vaccination Tracking

## • UMS Vaccination Update

- PointNClick Portal Vaccination card upload and verification

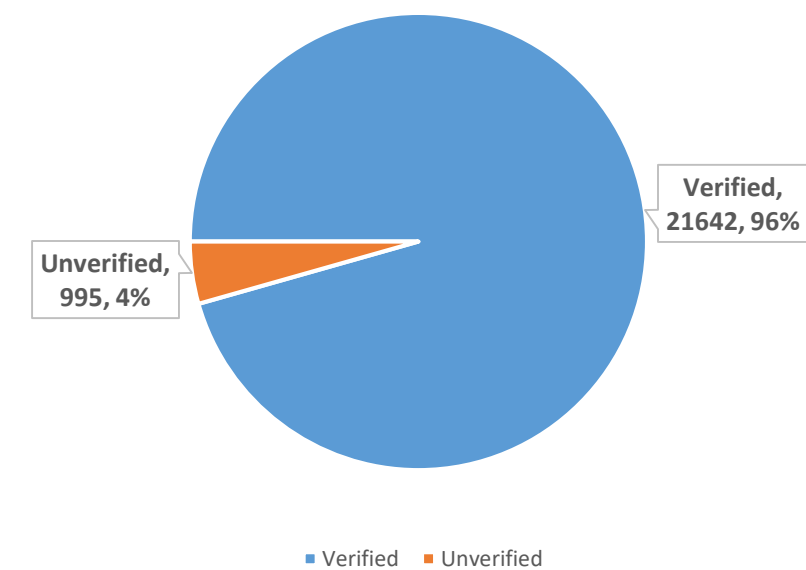
- **26,566** Vaccination Card Uploads

- **20,984** Students
- **5,541** Faculty/Staff
- **31** Other

- **21,642** Vaccination Uploads from Fall 2021 In-Person population

- **95.6%**

FA21 Vacc Verifications  
As of 12/13



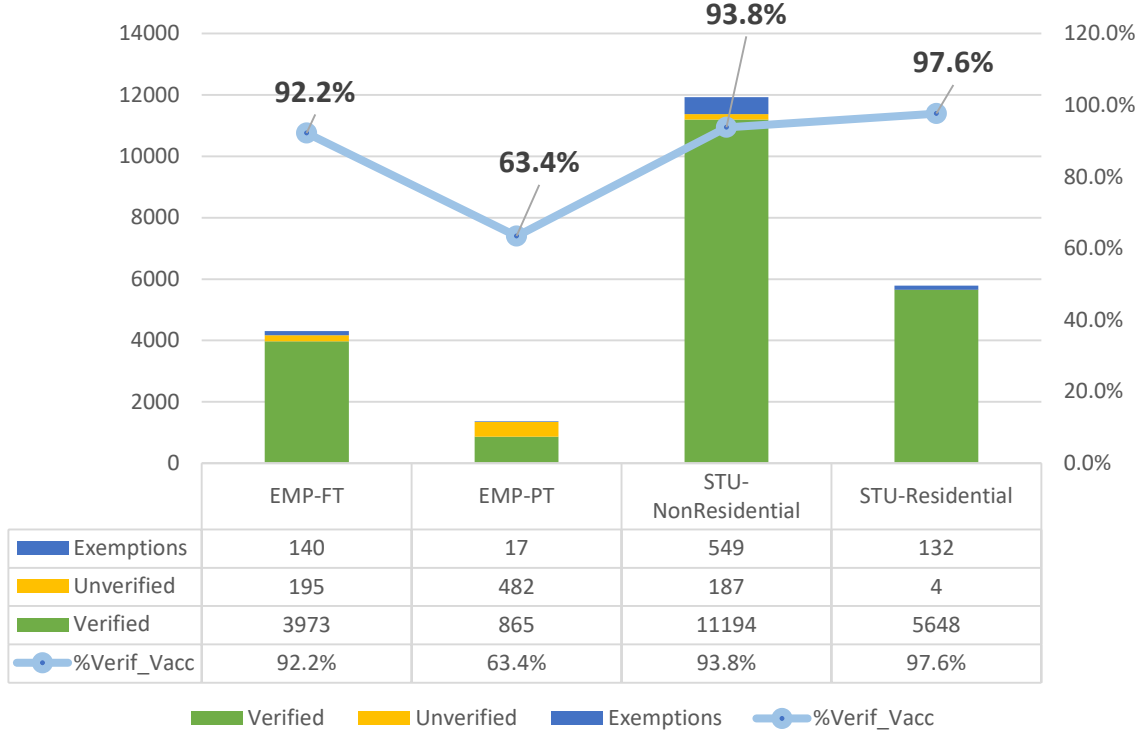




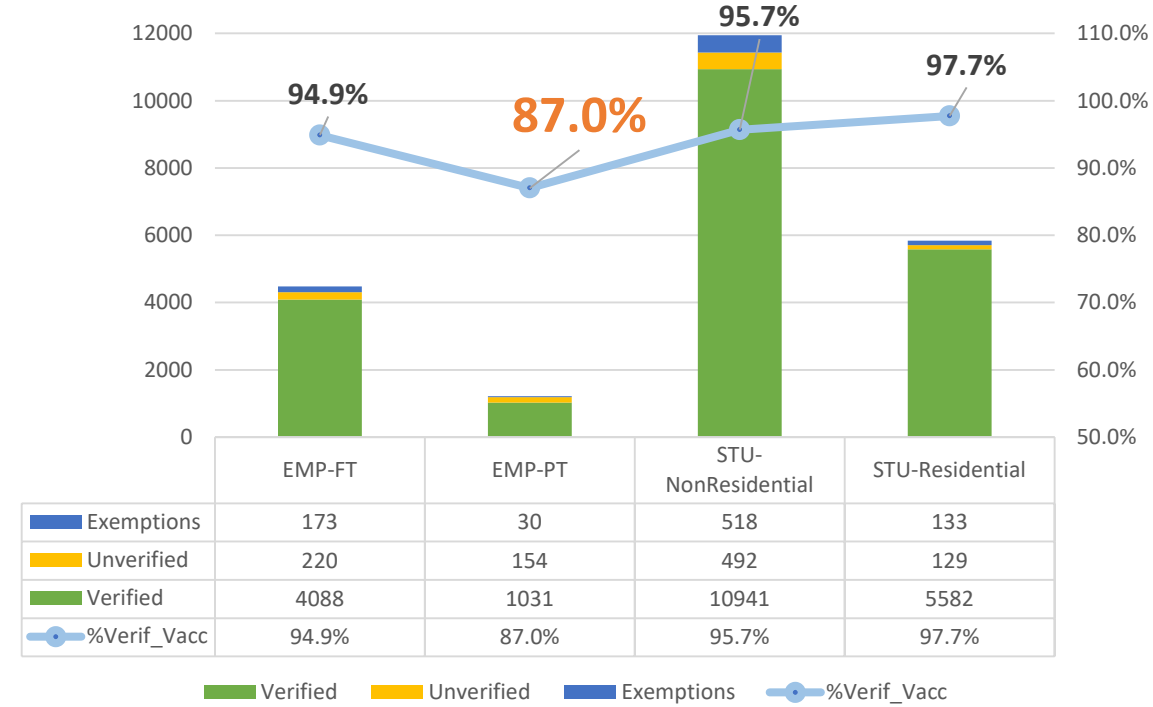
# PNC Vaccination Tracking

- UMS Vaccination Update
  - Comparison

UMS Verified Vaccination  
by ENROLLED Population as of 10/25/21



UMS Verified Vaccination  
by ENROLLED Population as of 12/13/21

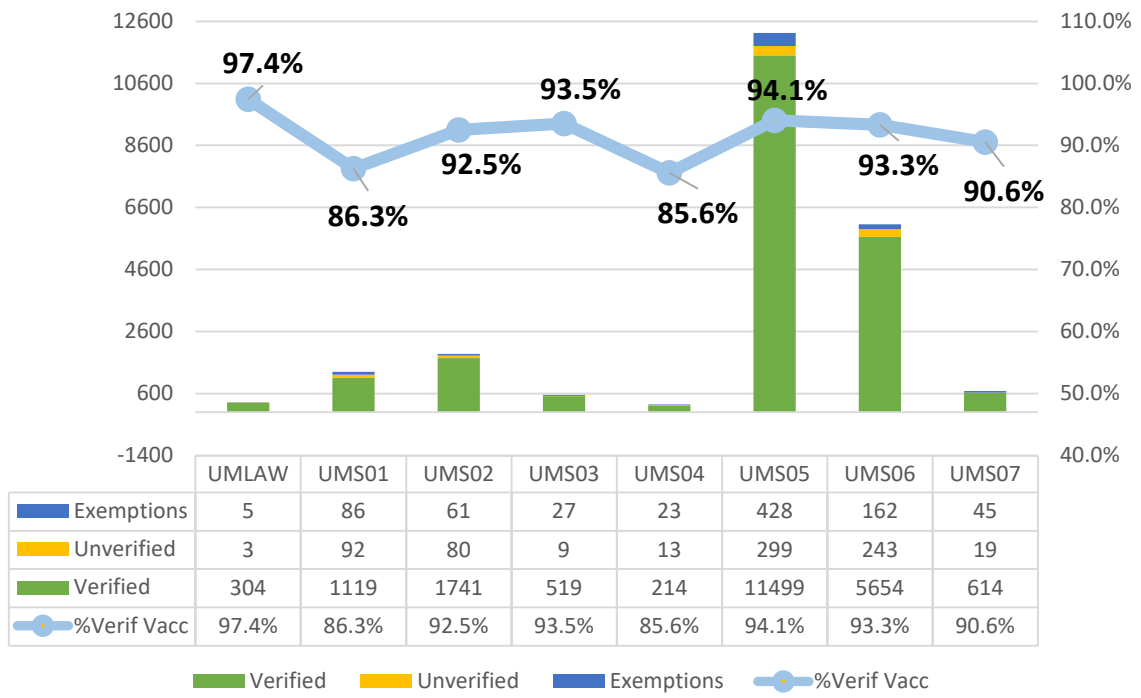




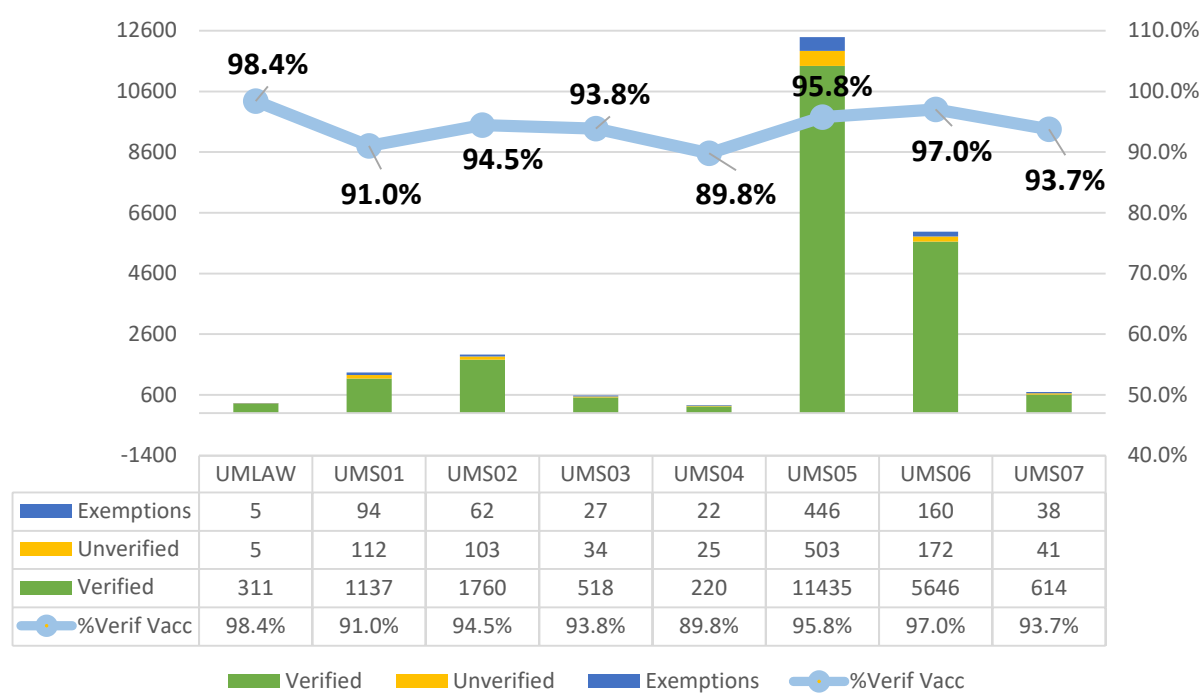
# PNC Vaccination Tracking

- UMS Vaccination Update
- Comparison

UMS Verified ENROLLED Vaccination  
by Campus as of 10/25/21



UMS Verified ENROLLED Vaccination  
by Campus as of 12/13/21





# Employee Compliance Tracking

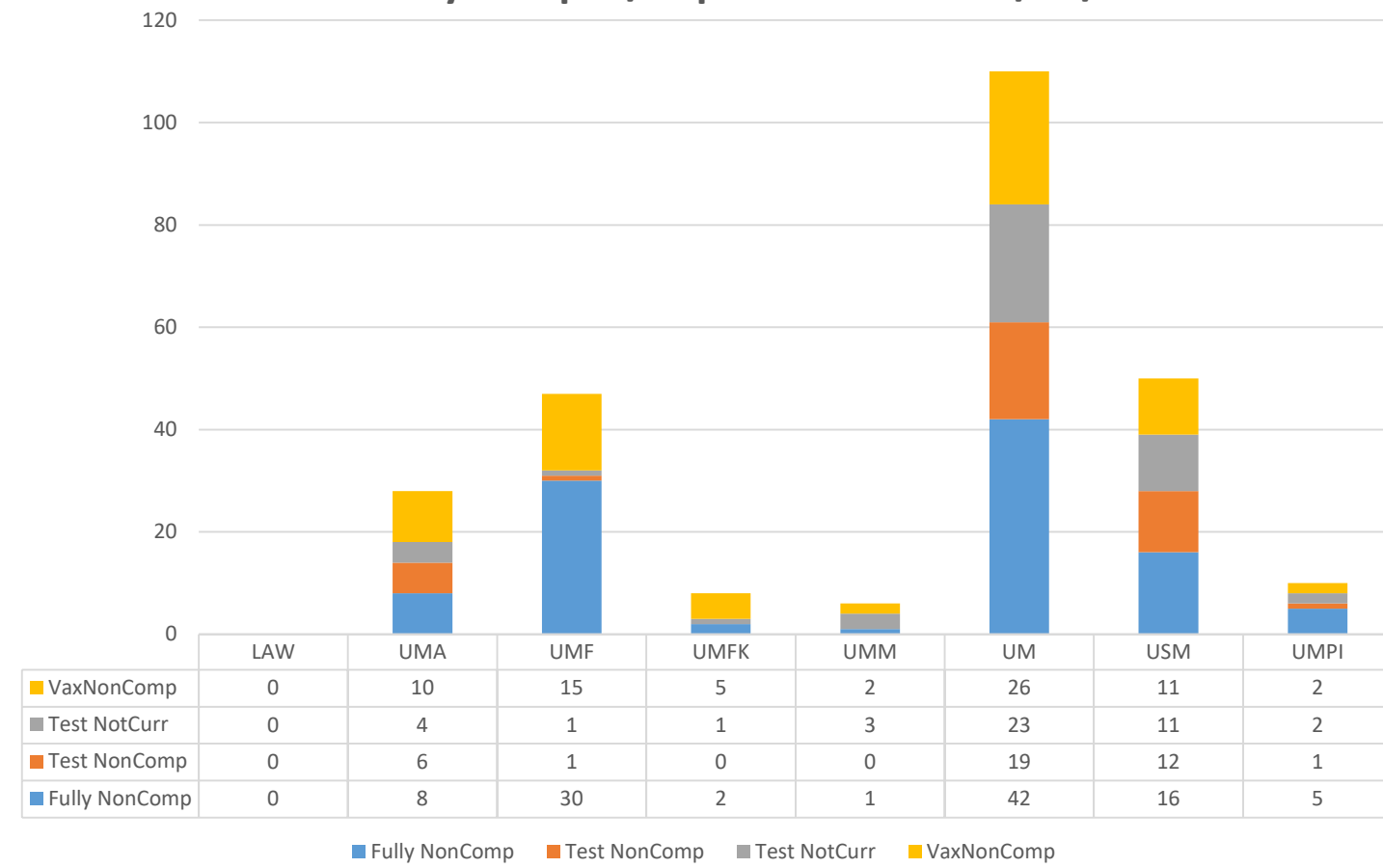
## • UMS Employee Compliance Update

### • 4 Groups:

- *Fully Non-Compliant*
- *Testing Non-Compliant (0 Tests)*
- *Testing Not-Current*
- *Vax Non-Compliant; Testing*

• 259

Employee Non-Compliant\*  
by Campus/Population as of 12/13/21

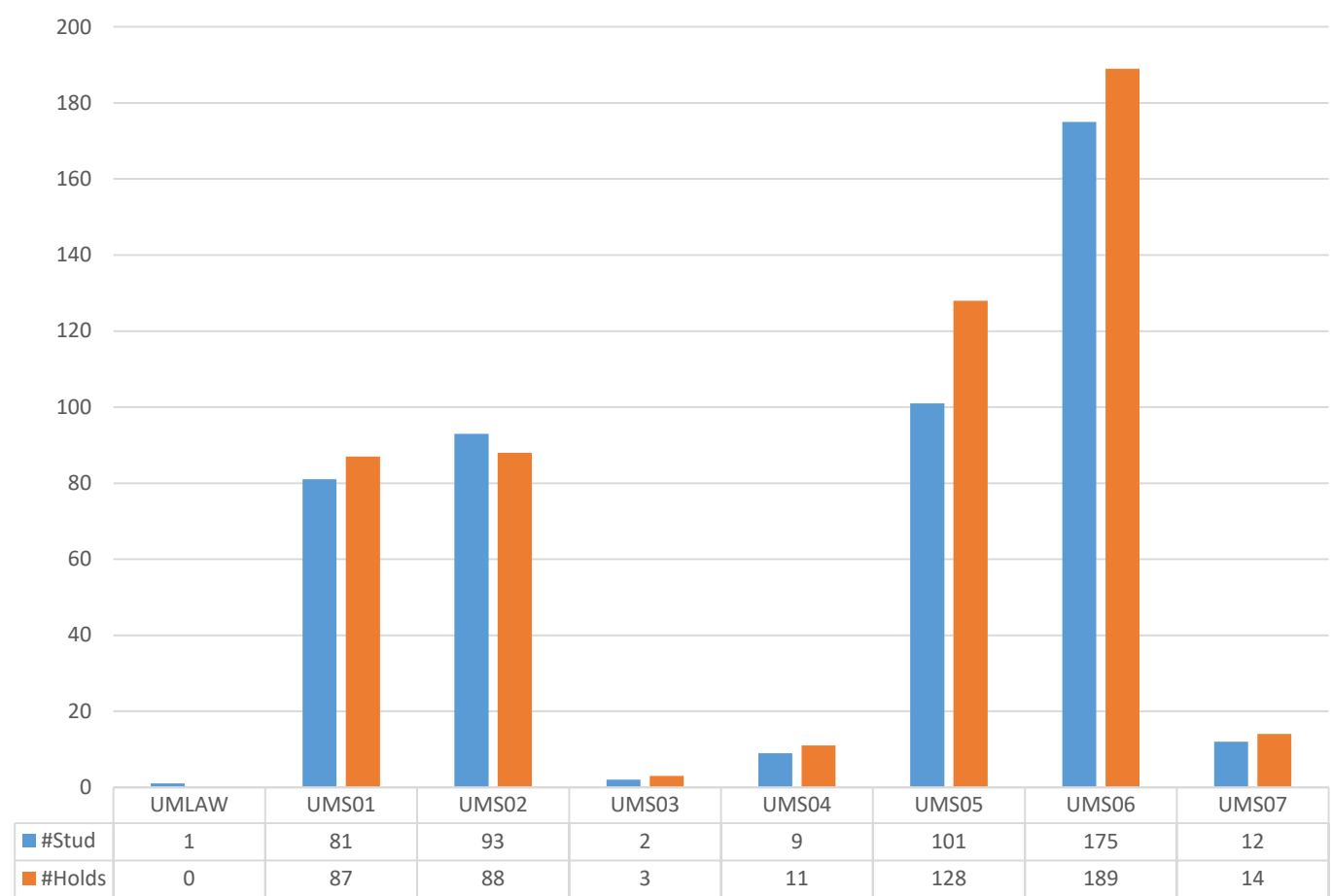




# Student Compliance Tracking

- **UMS SPRING Student Compliance Update**
    - Number of SPRING ENROLLED in-person students who have:
      - *No Vaccination Card on File*
      - *No Exemption Request on File*
      - *No recent COVID-19 test*
      - *Not Exempted for recent (90d) Positive Test*
- **474\***
- \*520 Registration Holds in place

SP Enrolled; Non-Compliant  
By Campus as of 12/13/21







# Self-Observed Testing Pilot



Maine's  
Public  
Universities

UNIVERSITY OF MAINE SYSTEM

- PNC Home Kit

- Kit Contains:

- Instruction Sheet
    - Alcohol Wipe
    - Funnel
    - Tube with Sample and Kit #
    - Biohazard Sample Submission Badge





# Self-Observed Testing Pilot



- PNC Home Kit
  - When ready to 'Activate' kit, individual will access the Home Kit area
  - They will then need to enter the Specimen Number and Test Kit Number as it appears on their assigned vial

The image shows two screenshots of a web application interface for the PNC Home Kit activation process. The top screenshot displays a sidebar menu with options: Home, Profile, Medical Clearances, Appointments, \*TEST\* Home DO NOT USE (highlighted), Messages, COVID-19 Vaccine Exemption Forms, COVID-19 Results, Immunizations, and Log Out. The main content area shows the \*TEST\* Home DO NOT USE section with a 'Continue' button. A large blue arrow points down to the bottom screenshot, which shows the same interface but with the 'Specimen Number' and 'Test Kit Number' input fields and the 'Submit to Activate your \*TEST\* Home DO NOT USE' button.

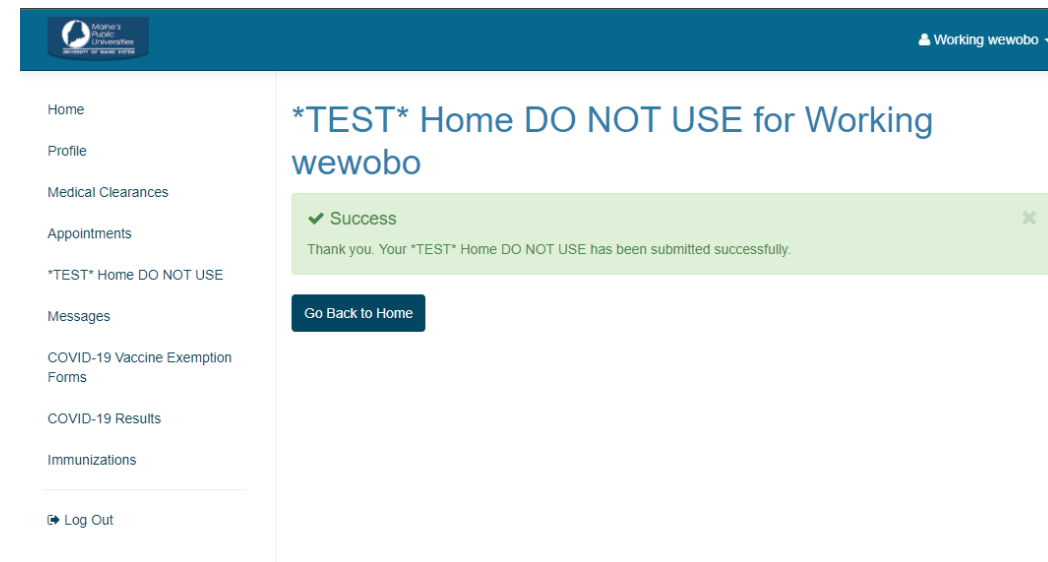




# Self-Observed Testing Pilot



- PNC Home Kit
  - A confirmation appears and the sample must then be submitted to an approved drop-off location for processing within 12 hours

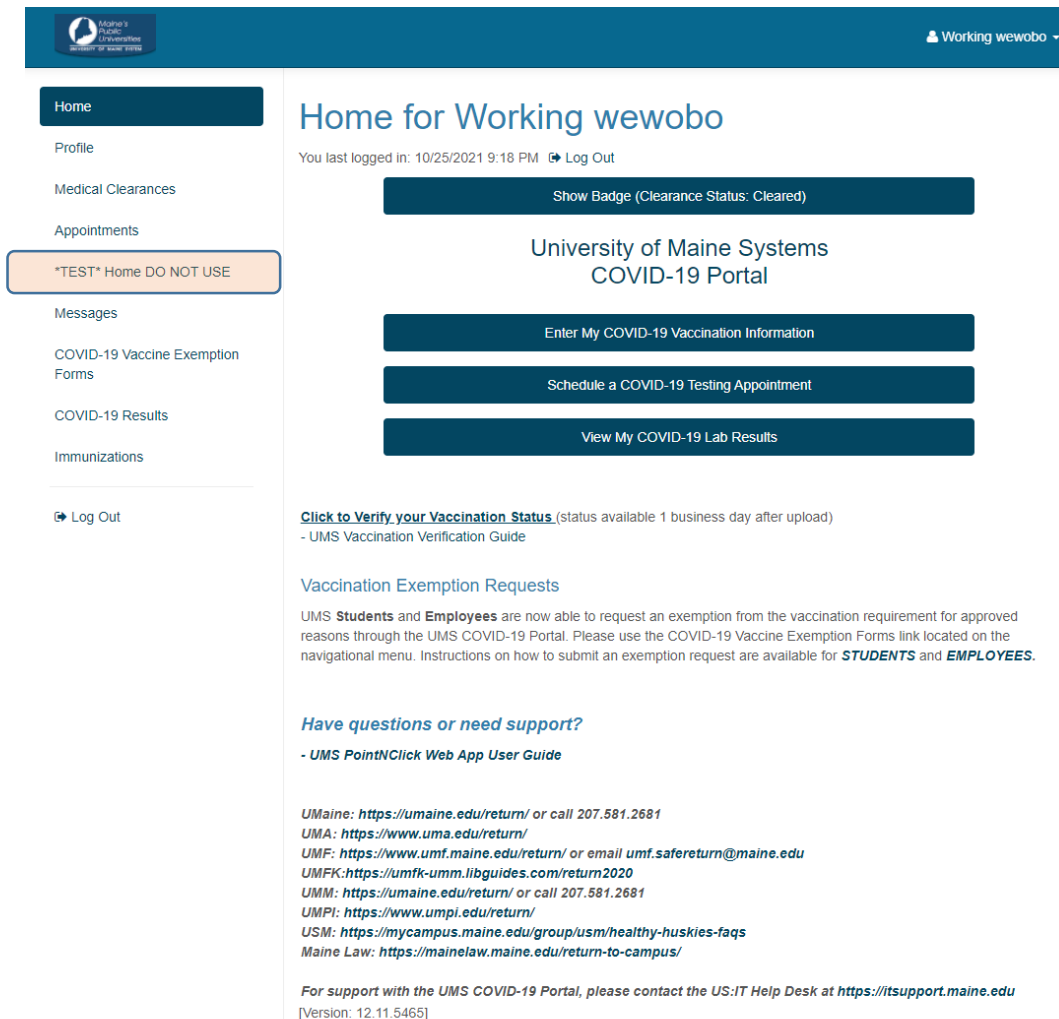




# Self-Observed Testing Pilot



- PNC Home Kit
  - Self-observed test collection and drop-off functionality
  - Currently available in the PNC/UMS-COVID-19 Portal
- UMaine and USM currently conducting active pilots
- Current # Tests Collected: 112
  - 98 Successfully Resulted
  - 3 Rejected Samples



The screenshot shows the 'Home for Working wewobo' portal. On the left is a navigation menu with links: Home, Profile, Medical Clearances, Appointments, \*TEST\* Home DO NOT USE (highlighted), Messages, COVID-19 Vaccine Exemption Forms, COVID-19 Results, Immunizations, and Log Out. The main content area displays the user's login status, a 'Show Badge' button, the portal title, and three large buttons: 'Enter My COVID-19 Vaccination Information', 'Schedule a COVID-19 Testing Appointment', and 'View My COVID-19 Lab Results'. Below these are links for verifying vaccination status and a user guide. At the bottom, contact information for various university units is provided.

**Home for Working wewobo**

You last logged in: 10/25/2021 9:18 PM [Log Out](#)

[Show Badge \(Clearance Status: Cleared\)](#)

University of Maine Systems  
COVID-19 Portal

[Enter My COVID-19 Vaccination Information](#)

[Schedule a COVID-19 Testing Appointment](#)

[View My COVID-19 Lab Results](#)

[Click to Verify your Vaccination Status](#) (status available 1 business day after upload)  
- UMS Vaccination Verification Guide

**Vaccination Exemption Requests**

UMS **Students** and **Employees** are now able to request an exemption from the vaccination requirement for approved reasons through the UMS COVID-19 Portal. Please use the COVID-19 Vaccine Exemption Forms link located on the navigational menu. Instructions on how to submit an exemption request are available for **STUDENTS** and **EMPLOYEES**.

**Have questions or need support?**

- UMS PointNClick Web App User Guide

UMaine: <https://umaine.edu/return/> or call 207.581.2681  
 UMA: <https://www.uma.edu/return/>  
 UMF: <https://www.umf.maine.edu/return/> or email [umf.safereturn@maine.edu](mailto:umf.safereturn@maine.edu)  
 UMFK: <https://umfk-umm.libguides.com/return2020>  
 UMM: <https://umaine.edu/return/> or call 207.581.2681  
 UMPI: <https://www.umpl.edu/return/>  
 USM: <https://mycampus.maine.edu/group/usm/healthy-huskies-faqs>  
 Maine Law: <https://mainelaw.maine.edu/return-to-campus/>

For support with the UMS COVID-19 Portal, please contact the US:IT Help Desk at <https://itsupport.maine.edu>  
 [Version: 12.11.5465]



# New IT Staff



- **University of Maine**

- **Jonathan Bubier**

- Corey Coombs – IT Specialist CL3
    - Cole Gilman – IT Specialist CL2
    - Nathan Shea – IT Specialist CL3

- **Tom Drake**

- Nickolas Tozier – IT Specialist CL3

- **Clifton Fletcher**

- Joseph Kennedy – Media Services Technician CL2





# New IT Staff



- **Information Security Office**
  - John Forker
    - Lynne Woods – Information Security Analyst II
- **University of Maine at Farmington**
  - Matt Jacobson
    - Gerard Bailey – IT Specialist CL2
- **Campus Card & Cellular Services**
  - Sue Robinson
    - Joanna Arsenault – IT Specialist CL3
- **Networkmaine/Infrastructure**
  - Ray Soucy
    - Jonathan Bean – Network Engineer I





# Project Updates

- **Hardware Standards**

- **Lauren Dubois**
- **Aaron Gagnon**
- **Judith Ferrante**







# Project Updates



Maine's  
Public  
Universities

UNIVERSITY OF MAINE SYSTEM

- **TeamDynamix**

- **Angel Allen**
- **Mike Cyr**
- **Sara Farnham**





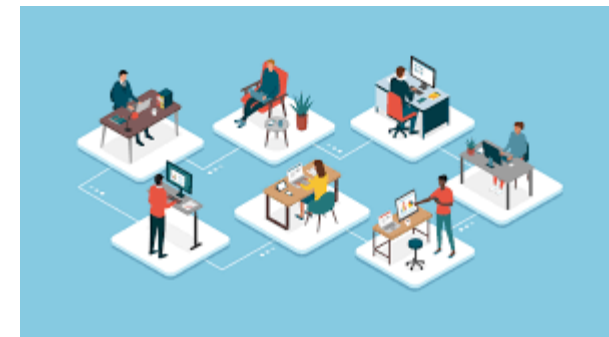


# Kudos & Acknowledgements



## • Assisting Users Remotely

- From Gretchen Catlin, Director UMS Risk Management
- I am writing to let you know that **Kate McPherson** and **Peter Cyr** are my IT heroes! This morning I went to log-in to my laptop at home and [nothing was] working. I called the IT helpdesk and reached **Peter** who was thorough in diagnosing the problem and coordinated with **Kate** at UMA for [admin rights] assistance.
- Both individuals remained in close contact while the issue was resolved and confirmed resolution.
- It's people like **Peter** and **Kate** that make you actually glad you had an IT issue because I got to work with some stellar University employees.
- THANK YOU, Peter and Kate!!!!





# Kudos & Acknowledgements



## • Assisting HR Partners

- From Kristine LeBlanc, Interim Sr. Director HR Operations
- We're in the midst of processing raises right now for ACSUM and non-rep hourly and realized we needed to make a last-minute adjustment. **Matt Byther** has always been an incredible partner and I wanted to express my gratitude for his expertise, professionalism, and commitment to our team. He jumped right on it - his calm demeanor helps take the tension right off our shoulders.
- Equally so, **Robin [Perry], Dwayne [Morrison], Maria [Irrera]** are always there for us. I have come to count on that - being there in the clutch times - throughout my tenure here.
- It's nice knowing we have great partners - IT is so critical!





# Kudos & Acknowledgements



## • Events Support

- From Andrei Strukov, UMA Faculty Development
- Today we were holding a ceremony to celebrate the life of our dear colleague and friend Professor John Mahon at Maine Business School. It turned out to be an international event with audience present in DP Corbett 100 joining foreign Ambassadors, professors and guests from UK, Bulgaria, Russia, Greece, and, of course, all corners of the USA.
- From the IT and AV perspective it was a complicated design. Adam Smith and Nick Millett from US:IT planned and performed it with grace. Dozens of speakers shared pictures and videos, and Adam and Nick made everything seamless by positioning and switching cameras, microphones, managing the three in-room and the various Zoom sessions. We were all “one” audience. Adam and Nick did a much better job than CNN or ABC TV stations. They both invested a lot of their creativity, time and skills into planning and preparation - to make the whole ceremony seamless and borderless.
- Adam and Nick - you both worked in amazing sync together, and you were the ones who made our ceremony very successful!





# Kudos & Acknowledgements



## • Events Support

- From Will Biberstein, UMaine Director Events & Hospitality
- Just wanted to share a quick note about two IT staff. Serge Drage and Adam Smith went above and beyond this week to support the needs of the **Governor's Climate Change Council** meeting and press conference. This was not a simple event because the Governor's Office wanted it to be a hybrid meeting with 2 way communication plus a presentation screen, as well as being ready for the accompanying press event.
- Adam and Serge exceeded expectations. They did such a great job we were asked yesterday to produce another Governor's event on campus in January. Serge and Adam are great teammates to have on campus.







# Kudos & Acknowledgements



## • Managing the Cloud

- From Josh Belanger, UMFK Campus IT Operations Manager
- UMFK recently had an issue where files were moved to a new owner in Google Drive and the old owner wanted them back. I reached out to Kerry [Anderson] today and he advised it would be quite complex with available tools. After indicating “no worries” and we would handle it locally, Kerry later emailed me back to share that he was able to find a way to track the files down and would be able to restore them once verified. This was completely unexpected, but very, very appreciated!
- Kerry is always quick and thorough with his support and assistance. Kudos Kerry!





# CIO Forum



- **Comments/Questions?**