

# IT User Experience Governance Group Meeting: May 2, 2016

**In attendance:** Holly Ashbourne; Sarah Bernardi; Martin de Bernardo; James Duncan; Michael Evans; Ian Fisher; Brent Furneaux; Trevor Hanekamp; James Humpfreys; Paul Khangura; Julia Kraveca (Chair); Wes Mathieu; Ausim Mobeen; Usama Pervaiz; Vito Picicci; Howard Simkins; Rod Stewart (Minutes); Wes Tanney; Joseph Varrasso

**Regrets:** Bryan MacFarlane; Derrick Millard; Brandon To

## Review of Action Items from April 18 Meeting

### 1. Formation of End User Technology Working Group

Vito announced they he would be leading the working group who will be charged with proposing the methodology and assessment process for determining end-user computing (hardware) requirements. Vito asked that interested members contact him as soon as possible as the group is to make their recommendations at the next meeting on May 18.

### 2. Academic Patterns of Activity/Decision Timelines

At the last meeting Julia asked faculty representatives to bring forward critical dates from each of their areas so we can come up with some sort of consensus around deadlines for communicating the implementation of general-purpose academic software, like moving to Microsoft Office 2016, for example.

On the advice of the faculty representatives, the following deadlines were proposed:

Academic Semester	Software Request Deadline
Fall (September)	June 1
Winter (January)	November 1
Spring (May)	February 1

It was noted that in regard to requesting specialized software for labs, timelines would need to be different. It was clarified that the scope of this group was to look at technology that impacts on users college-wide, not at the program level.

The members also felt it was important that recommendations from this group be signed off by the faculties/stakeholders, and, further, that recommendations/outcomes should go to the LAC (local academic council) meetings.

Julia said she would consult with other areas in the college re: proposed timelines and will put the final proposal in a calendar that will be presented to the LAC and Dean's Council.

## Agenda

### VDI: Process to Understand Continuous Need and Building Recommendations

Building on the VDI presentation that James Duncan made at the last meeting, Julia led a discussion about identifying the need/desire of Sheridan's academic faculties and administrative areas to use VDI—do we move forward with expansion and can we demonstrate need for future growth?

Members were asked for feedback based on their current environment, focusing on their needs (tools & techniques). The comments/concerns expressed include:

- VDI is not practical for all academic applications; especially those programs that require the dedicated processing power of a desktop computer (e.g. several programs in FAAD).
- Some members expressed concern that they are not able to make recommendations about VDI without better understanding its capabilities and limitations. input from students to find out what kind of experience they're looking for/expect.
- The Pilon School of Business expressed the need for VDI expansion asap – especially for those Business programs that are moving to the HMC campus for September 2016 where they will be serving more students with fewer lab facilities.
- There is huge demand for VDI within many of the Applied Computing programs in FAST
- It was mentioned that there was a lot of demand on the administrative side for moving some groups to VDI but a thorough cost analysis and fee recouping model would need to be considered as compared to our traditional desktop model. Although there may be a lower up-front cost for users in regard to hardware (a monitor and thin client machine) there would need to be a way to share some of the cost of the back-end infrastructure between IT and client group(s).
- A cost-benefit analysis of what can/should be done needs to be considered on case-by-case basis— sometimes the benefits of using VDI may outweigh costs.
- Software that is used College-wide (e.g. WebEx) should be thoroughly tested to ensure that it performs capably in a VDI environment

**Action items:** *James will propose a couple of VDI information sessions that committee members, and any of their interested constituents, can attend to find out more about the capabilities and limitations of VDI.*

### Office 2016 – Needs Assessment and Timelines

Picking up on the discussion that began last meeting, Julia asked members to comment on the desire/feasibility of Sheridan's academic faculties to move to Office 2016 for the September 2016 semester.

- FAAD representatives felt was no urgency to move to Office 2016 for their Windows-based programs. Office 2016 is already available for Mac users.
- Concern was raised about students who come to class with Office 2016 already installed on their computers
- From IT's perspective, rolling out Office 2016 for the September semester at this time "would be stressed". It is IT's preference to do major changes/implementations for the fall semester during the summer months.
- Several members felt that we could defer the rollout of Office 2016 until September 2017.
- It was expressed that we need to be more proactive in testing software—we shouldn't wait for a request or a call for testing. It was generally agreed that coming up with a more predictable model for software acquisition and testing was required.
- It was suggested we look at Cloud based systems for these types of general purpose applications—Office 365 or Google Apps. Members were cautioned that there are other issues to consider, primarily that we don't have control over the Cloud environment.
- VDI could provide an opportunity to roll out new software versions while preserving access to legacy apps within separate VDI pools.

Julia wrapped this discussion by saying she was looking for an official recommendation about the proposed launch of Office 2016 at the next meeting that will be documented and communicated.

## **Round Table Updates**

Howard announced that representatives from Adobe would be at the Trafalgar Road Campus on May 10 to talk about new versions of their digital publishing tools – InDesign; Muse & Adobe Slate – and how to implement new features. He invited any interested group members to attend.

### **Adobe Digital Publishing Presentation**

Tuesday, May 10

9 a.m. - noon

Room S231 (SCAET Building)

Trafalgar Road Campus

## **Carry over to next meeting...**

- Instant Messaging for Students (Ian Fisher)