

June 13, 2016

IT User Experience Governance Group Meeting

In attendance: Sarah Bernardi; Martin de Bernardo; Michael Burjaw; Jordan Carlson; James Duncan; Ian Fisher; James Humphreys; Paul Khangura; Julia Kraveca (Chair); John Laugesen; Don McCulloch; Ausim Mobeen; Usama Pervaiz; Wes Tanney; Vito Picicci; Howard Simkins; Brian Smith; Rod Stewart (Minutes); Joseph Varrasso; Claire Wollen

Regrets: Michael Evans; Trevor Hanekamp; Bryan MacFarlane; Derrick Millard; Brandon To

Welcome new members

Julia welcomed new group members to the committee. Claire Wollen is now representing the Library, replacing Holly Ashbourne. John Laugesen is now the faculty representative for the Pilon School of Business, replacing Brent Furneaux.

VDI expansion business case – working group formation

Julia announced that she was looking for volunteers to assist in writing the business case for the expanded use of VDI over the summer months (through June-August). Those who are interested should send email to Julia.

Academic software and mobile program level hardware requirements for the Fall term

Julia reminded the faculty representatives that they should be submitting any requests they have for academic software for the upcoming fall semester as soon as possible, clarifying that this is software that would need to be packaged and delivered over Sheridan's network and/or in a multi-user lab environment. Software should be requested using the Academic Software Request Form on the IT Website.

- <https://it.sheridancollege.ca/service-catalogue/software/employee/software-requests.html>

Further, members were asked to indicate any software that is no longer required and can be removed. This should be done by email request as the request form has no provision for software removal at this time.

Concern was expressed about new software versions that were released outside of Sheridan's published software request deadlines. It was suggested that we allow for some flexibility in cases of known exceptions (e.g. Autodesk software updates).

It was noted that the software request and delivery process was being re-examined and that the request form would be updated to better align with current processes and future goals. The revised workflow and proposed changes would come back to this group for review and approval before being implemented.

The faculty reps were also urged to provide updated hardware specs for their Mobile Computing programs for the new academic year.

Some members felt it was too late to propose or publish new hardware requirements or request new academic software at this time and said things should remain status quo.

Members expressed frustration regarding the lack of enforcement of hardware requirements for Mobile Computing students. Although the current Pre-Check application can highlight deficiencies of the user's laptop, students will quite often come to class without addressing these shortcomings. It was suggested if standards aren't enforced, there should be some formal acknowledgement on the student's part that if they are coming to class with a deficient machine that they are doing so at their own peril/consequence.

Video Carts (issues)

Joseph Varasso started off a discussion expressing frustration with the current video conferencing landscape and its limitations when being used with large groups. WebEx presents several challenges (e.g. the camera is most often isolated to the host presenter's laptop; audio coverage is weak) and all in attendance agreed that the mobile video carts are not a good solution.

Several possible solutions/products were cited, ranging from consumer-level solutions such as Skype or Facetime to more expensive, pro-level solutions like telepresence (multi-codec, multi-monitor, multi-microphone and multi-channel speaker systems) or Cisco Jabber.

The group discussed whether or not there was a need/priority for this type of group-conferencing functionality within curriculum or other academic applications. Other than distance education, the group agreed that the immediate need was for administrative applications.

The group recommended that Joe finalize the scope as to what the desired features/functionality of a conferencing system for groups should be and have Trevor Hanekamp provide some input into available options.

Methodology for assessing end user computing requirements – further discussion

Continuing with the discussion that began at the May 30 meeting, Julia said there was some urgency to complete and proceed with the new assessment methodology with HMC 2 opening in the fall and new staff coming on board. Julia asked if members if they felt we could proceed with developing the survey, as recommended, so that we can begin the hardware assessment process.

The group agreed the development of the survey should commence and that it should capture not only hardware requirements but also factor in other considerations such as usability, warranty, and serviceability. Julia said she would begin developing the survey with Rod.

Mike Burgaw indicated that he was in the beginning stages of writing an RFP document, in consultation with IT, with a goal towards establishing standardization of hardware models for desktops, laptops and tablets (good, better and best). He added that specialized requirements (like those for the Gaming program or Architecture) would be coming from the academic faculties. Mike said recommendations coming out of this group would be considered and included in the RFP if they could be made within the next 6-8 weeks.