

IT USER EXPERIENCE GOVERNANCE COMMITTEE

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|------------------|----------------------------|--|
| Date: | Monday, September 18, 2017 | |
| Time: | 3:01 – 3:52 p.m. | |
| Location: | Trafalgar J114 / WebEx | |

PURPOSE

Members of the IT User Experience Governance Committee commit their time to:

- Researching solutions
- Recommending options
- Promoting available technology and its functionality
- Developing technology roadmap
- Establishing outreach programs and events
- Developing and promoting standards
- Collaborating with vendors to achieve greatest value for public money
- Prioritising constraints against available budget and the urgency
- Highlighting ideas for continual service improvements
- Recommending options for new services

PRESENT

| | | |
|-----------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------|
| <input checked="" type="checkbox"/> Julia Kraveca (Chair) | <input checked="" type="checkbox"/> Ian Colquhoun | <input checked="" type="checkbox"/> Ricardo Hoar |
| <input type="checkbox"/> Ausim Mobeen | <input checked="" type="checkbox"/> John Laugesen | <input checked="" type="checkbox"/> Sarah Bernardi |
| <input type="checkbox"/> Bryan MacFarlane | <input type="checkbox"/> Jordan Carlson | <input checked="" type="checkbox"/> Theresa Fraser |
| <input checked="" type="checkbox"/> Chris Descheneaux | <input checked="" type="checkbox"/> Martin de Bernardo | <input checked="" type="checkbox"/> Trevor Hanekamp |
| <input checked="" type="checkbox"/> Claire Wollen | <input checked="" type="checkbox"/> Michael Evans | <input checked="" type="checkbox"/> Vito Picicci |
| <input checked="" type="checkbox"/> Derrick Millard | <input checked="" type="checkbox"/> Paul Khangura | <input checked="" type="checkbox"/> Wes Tanney |
| <input type="checkbox"/> Don McCulloch | | |

AGENDA

1. Welcome and introduction of new members – 5 min. (Julia)
2. Update: Windows 10 in classrooms – reflections – 15 min. (Derrick/Julia)
3. Raising IT issues/questions today and future tools/process – 10 min. (Julia)
4. Update: Adobe Enterprise Agreement– 10 min. (Sarah)
5. Classroom projectors – selecting new standard – 10 min (James)

REVIEW ACTION ITEMS

| No. | Item | Responsible person | Due Date |
|-----|----------------|--------------------|-------------|
| 1 | Classroom KPIs | Howard Simkins | Summer 2017 |
| | | | |

1. Welcome and introduction of new members – 5 min. (Julia Kraveca)

- New: Sylvia Lowndes (Dean, Pilon School of Business)
- New: Ricardo Hoar (Associate Dean, FAST)
- New: Theresa Fraser (Faculty, FAHCS)
- Howard Simkins on a one-year sabbatical; will return to committee next year

2. Update: Windows 10 in classrooms - reflections – 15 min (Derrick Millard/Julia Kraveca)

- no more imaging; different tool from Microsoft being used to deliver Windows 10 called System Centre Configuration Management (SCCM);
- some machines and podiums were replaced (70 at Trafalgar, 50 at Davis);
- machines are faster and log-ins improved;
- missing AutoCAD, MS Office, software packages and labs addressed;
- Phase 2 of rollout went to the teaching and learning environment and any new laptops from summer; Phase 3 will deal with existing customers;
- no issues with students noted (Derrick Millard);
- Edge not good for SLATE purposes; no other complaints (John Laugesen);
- labs and podiums—Julia will check; when USB-C is plugged, getting an extended screen without requesting;
 - a) **Action item (Derrick Millard):** advise Julia of issues he has noticed;
 - b) **Action item (Julia Kraveca):** circle back with ITS at HMC re laptop that was too old to have Windows 10 installed on it;
 - c) **Action item (Julia Kraveca):** confer with team to deliver message on how to have Windows 10 installed on current customers' machines;
 - d) **Action item (Julia Kraveca):** check with project team to see if team has fixed getting extended screen automatically every time at start-up when USB-C is plugged in;

3. Raising IT issues/questions today and future tools/process – 10 min (Julia Kraveca)

- adopting good practices around managing I.T. incidents, problems, service requests
- there will be a self-service option available to create and track own tickets
- rolling out in December potentially as a soft launch;
- send Julia an email if you are interested in volunteering for UAT
- address issues with campus IT managers to help resolve sooner since UX360 only meets once a month

4. Update: Adobe Enterprise Agreement– 10 min (Sarah Bernardi)

- in final stages of new Adobe Enterprise agreement
- expect approval this week and to be live in October
- main change is now adding online services and mobile apps
- students get key from On the Hub but will not be automatically provisioned using Sheridan email address
- will need assistance from faculty to help communicate changes to students
- all students have full suite
- serialised deployment in labs will be status quo but some services will not be available

5. Classroom projectors – selecting new standard – 10 min (James Duncan)

- been working with Purchasing to formalise projectors and evaluation process
- will go through requirements gathering exercise
- need volunteers from committee or faculties in defining requirements, i.e., resolution, 4K, colour matching, etc., to be included in RFP process
- we have \$100k in NEC projectors that are coming off lease in a month so there is some time sensitivity on this
- when we get to the evaluation portion, there will be a hands on evaluation along with budgetary restrictions

6. Office 365 update

- PM to present on status update at next UX360 meeting;
 - a) **Action item (all):** please solicit interested parties to participate in the process so that there is a fair representation from all groups
 - b) **Action item (James Duncan, Paul Khangura):** two buckets of requirements together quickly so that we do not lose the budget
 - c) **Action item (ITS):** review removing Edge as a default browser
 - d) **Action item (James Duncan, Julia Kraveca):** create groupings of classrooms to define different requirements

PARKING LOT

Items that were not on the agenda and should be discussed in the future meetings:

Next Meeting: October 16, 2017, 3:00 – 4:00 p.m.

Location: J114 / WebEx