

IT USER EXPERIENCE GOVERNANCE COMMITTEE

Date:	Monday, January 8, 2018	
Time:	3:00 – 3:44 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

ATTENDEES

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

= Present

Red = Joined by WebEX

AGENDA

1. Office 365 update – 20 min. (Mike Mitchell, Guest)

2. Process re-engineering (Software submission and associated form; onboarding new employees, IT component – 20 min. (Wes Tanney, Don McCulloch)
3. Laptop, desktop, table RFP – 15 min. (Paul Khangura)

REVIEW ACTION ITEMS

No.	Item	Responsible person	Due Date

1. Office 365 update – 20 min. (Mike Mitchell)

- In scope clients: students, staff, faculty
- In scope software: Office Online & OneDrive
- Pilot project is underway - 40 staff, ~10 faculty enrolled, looking for more
- John L: can we participate in the pilot, and still use the Office Professional (2016) - yes, they are interoperable
- Derek: can we have classroom access as part of the pilot? This is out of scope of the pilot as it currently stands. Derek would like to use this for the upcoming term.
- John: access to Microsoft Forms? Not in this phase.
- Julia: view into the overall roadmap for Office 365 rollout
- Paul: 1TB - where does it reside? In the US, but could also be in Canada. RIM and Legal have completed a Privacy Impact Assessment. Any specific guidance around types of information that would be stored in the cloud would be issued as part of the project.
- John L: can this be used on your home machine? Yes.
- Michael Evans: this should be referred to Information Governance Committee? This was already presented to IGC, a decision was made. The finalized PIA will be presented there as well.
- Martin likes a Microsoft product! (Forms)
 - a) **Action item (Marcie Matsubuchi):** Get presentation deck from Mike for inclusion with minutes
 - b) **Action item (James Duncan):** Follow up conversation between Mike and James to review Derek's request for his classes inclusion in the pilot
 - c) **Action item (James Duncan):** Present O365 roadmap draft/final copy to UX360
 - d) **Action item (Sandy McKean, John Laugesen):** Reach out to Faculty soliciting additional pilot members

2. Operational issues – 15 min. (Wes Tanney/Don McCulloch)

- Software Request Form (Wes Tanney - presented by Julia)
 - 1) Confusing, generates email to faculty members, they are unsure of the actions they need to take
- On-boarding Staff - requesting access for new accounts (Don McCulloch)
 - 1) Current form is limited, can access for some access like PS, etc. There is a free-form box for extra access requests, but since it's jumbled together it can be lost or confused.
 - 2) Could a new form be created that has more options available

- 3) Could the form accommodate multiple new users, rather than filling out multiple times
- a) **Action item (Julia Kraveca):** follow up conversation with AVP IT to determine how to proceed

3. Laptop, desktop, table RFP – 15 min. (Paul Khangura)

- Working previously with OECM to leverage their RFP work for laptop/desktop procurement
 - Dell won the RFP, but also set up agreements with Lenovo and HP
 - Historically we have used Dell for desktops and Lenovo for laptops
 - There is a percentage paid to both OECM and Reseller under the agreement, adding significant cost
 - Tech Roundtable consists of technical staff from various departments and faculties
 - We will use the OECM agreement for Dell (as they are purchased direct)
 - We will however have to do our own RFP for laptops
 - In the interim, we will have limited purchasing power for laptops to remain compliance with Broader Public Sector guidelines
 - As a result, time is of the essence
 - Martin - Windows only? Yes.
 - Martin - do RFP carefully.
 - Jackie McCann will assist with the process.
 - Jackie and Julia will draft an RFP, send it back to the Tech Roundtable, then present to UX360.
 - Theresa - can a CD player be part of the requirements? She could be involved in the process.
 - Sandy - does each faculty have a representative? Yes, as well as a technical member in some cases. Sandy's role is to represent Dean's Council.
 - UX360 provides recommendations, some of which are approved by Melanie, others by AVP IT.
- a) **Action item (Julia Kraveca, Jackie McCann):** draft RFP

PARKING LOT

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

1. Software installed on Podium PCs (Martin de Bernardo)
2. Printing governance (Paul Khangura)
3. Data on different mediums (Julia Kraveca)

Next Meeting: Monday, February 5, 2018, 3:00 – 4:00 p.m.

Location: Trafalgar J114/WebEx



- A large collection of online services that are free to Sheridan College based on our Educational Licensing.
- Microsoft is making the move to offer only cloud-based Office products. Google currently only offers cloud-based applications services.
- Other Universities and Colleges offering Office 365 (Ryerson, Concordia, Waterloo, York, Simon Fraser, Toronto, Guelph, George Brown, Queen's)
- Purpose is to provide tools that enable better collaboration, communication, and mobility for all users at Sheridan

Office 365

Phase 1 – Deployment

OneDrive Word Excel PowerPoint OneNote



- Similar use and function of existing services which increases likeliness of adoption
- Recommended as the first to implement services due to service maturity levels

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- OneDrive allows for secure file sharing and collaboration without giving up ownership of the document
 - Office Online tools allow you to collaborate in real-time
 - All files in your OneDrive storage automatically has versioning applied
 - Office Online integrates and synchronizes with the Microsoft Desktop Suite.
- Recommended as the first to implement
- Some of the other services are in Preview release (ie. Forms, Streams, Sway)
 - We wanted to limit the amount of change (ie New Services) to a phased deployment

Office 365 – Project Phases



- The current pilot of the Office Online and OneDrive services are being performed by Student, Staff, and Faculty
- Current Project Team members include individuals from 13 departments

- Student & Faculty late to enroll due to strike
- CTL, Legal, RIM, IT, ICT, Info-Sec, HR, PSB, Student Affairs, Student Union, Finance, FAAD

Office 365 – Deployment Phases

