IT User Experience Governance Group: January 23, 2017

In attendance: Derrick Millard; Vito Picicci; Julia Kraveca (chair); James Humphreys; Wes Mathieu; Martin de Bernardo; Mike Evans; Paul Khangura; Rod Stewart (minutes); Sarah Bernardi; James Duncan; Don McCulloch; John Laugesen; Howard Simkins; Trevor Hanekamp; Wes Tanney; Ausim Mobeen; Wes Mathieu; Chris Descheneaux

Regrets: Jordan Carlson; Ian Fisher; Bryan MacFarlane; Brandon To; Claire Wollen;

Review Action Items

Login Times in Classrooms – Update

The group was informed that this is a complex issue with many moving parts and that a task force of experts within IT has been assembled to address the problem. This team will be building test cases to determine causes and propose solutions.

It was clarified that the log-in issues are primarily affecting physical computers and not the thin client machines operating in our VDI infrastructure.

VDI Upgrade – Update

We are pressing ahead with the planned expansion to our VDI environment. This expansion addresses a VDI capacity issue where we hit our maximum cap of 1200 concurrent sessions. This expansion will provide us with an additional 400 concurrent sessions.

Following the issuing of an RFP to replace our infrastructure, a vendor was selected and new hardware was received. IT's Cloud Services Group (CSG) are currently engaged in setup and infrastructure testing and will propose a cutover plan following the testing period. Plans and priorities for future expansion will also be developed. Communication will be issued to the College community once everything is ready to go and our current capacity restraints will be removed.

Computer image: Software, Configuration

Concern was expressed about the volume of software that is included on the disk images that IT provides for staff and faculty computers. For example, the entire Adobe Creative Suite (CS) is included on the disk image despite the fact that many faculty/employees use very little, if any, of the software in this suite.

The group agreed that more work needed to be done to determine what software is actually required in the base software image and should examine how to best deliver software moving forward.

This topic will be discussed further at a future meeting.

Multi browser strategy

In previous meetings, it was proposed Sheridan employ a multi browser strategy: e.g. we deliver multiple web browsers in our base software image. This strategy would offer users alternatives when faced with systems that have browser specific-requirements and/or compatibility issues. The following insights were offered:

- Google Chrome is now the dominant browser
- Default browsers included with operating systems have significant market share
  (e.g. Edge, Internet Explorer, Safari)
- Firefox has about 10% market share

It was proposed that we offer three browsers in Sheridan's disk images:

- The OS default browser (Edge or Safari)
- Google Chrome
- Firefox

The group unanimously voted yes to include the browsers noted above in Sheridan's default software images.

Creating Working Subgroups

The group was asked if there was appetite to create different working groups to address various issues that come through this committee. For example, forming working groups to look at topics like software images for academic/admin users or determining hardware requirements.

The following comments/concerns were noted:

- Many topics are interrelated (software images/hardware specs). There needs to by synergy between working groups.
- What is the role/expectation of this group in terms of determining/recommending technology solutions versus individual faculties budgeting and buying it themselves?
  - And what is the role of IT vs. the role of faculties in recommending/acquiring technology and developing standards?
- There is a lot of user expertise outside this group – can users outside of this committee be included in the subgroups? YES
  - There was preference expressed that these subgroups be standing groups
- Concern was voiced about forming legions of committees and stepping on the toes of groups with similar mandates (e.g. there is an Academic Technology Group about to launch)

The meeting chair will email members proposed working subgroups: looking for feedback/resolution via email.

On a related note, discussion took place deliberating if members of the IT User Experience Governance Group should be involved in upcoming vendor meetings that will showcase the vendor's roadmap for various computer offerings. It was suggested that there be at least one representative from each faculty present and that outcomes of these meetings be communicated back to the group.

Other Business

Group members were asked to start thinking about printing as our current fleet of multifunction printers are coming off lease in fall 2017.

A survey will soon be sent to User Experience group members to get feedback about the effectiveness of this committee.

An issue was highlighted regarding the lack of dongles that are available to users in meeting rooms (dongles are often required to accommodate various connection types for the display systems in these rooms). It was noted that there are sometimes ownership issues related to some of these spaces and that a list of meeting rooms, across all campuses, would need to be compiled do that there was something to work from. One member pointed out that with emerging technologies and the evolution of standards there "is no end to dongles".

It was reported that in some of the classrooms at the new HMC 2 campus, there is noticeable jitter/vibration when displaying from ceiling mounted projectors. It was suggested a 'shock mount' solution be explored to address this problem. One member added that he has noticed substantial floor shake in some rooms as well. A list of the affected rooms will be compiled for further investigation.

It was asked if it was possible to add a message on the logout screen on podium PCs prompting users to remove devices connected to the USB port. Further investigation will be undertaken to see what is feasible.