

IT User Experience Governance Committee Meeting Minutes

Date/Time: Monday March 13, 2018; 3:00 – 4:00 p.m.

Location: Trafalgar, President’s Boardroom & 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
- Prioritizing constraints against available budget and the urgency
- Highlighting ideas for continual service improvements
- Recommending options for new services

Attendees

(x indicates presence)

- | | | |
|---|--|--|
| <input type="checkbox"/> Julia Kraveca (Chair) | <input checked="" type="checkbox"/> Iain McNab ! | <input type="checkbox"/> Ricardo Hoar |
| <input type="checkbox"/> Ausim Mobeen | <input checked="" type="checkbox"/> James Duncan ! | <input 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 type="checkbox"/> Theresa Fraser |
| <input checked="" 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 type="checkbox"/> Vito Picicci |
| <input type="checkbox"/> Don McCulloch | <input checked="" type="checkbox"/> Paul Khangura ! | <input type="checkbox"/> Wes Tanney |
| <input checked="" type="checkbox"/> Ian Colquhoun ! | | <input checked="" type="checkbox"/> Kathy McAndrew (Guest Chair) |

Agenda

1. ! Action Item Review
2. ! Office365 Features needed for Office Administration Program; John Laugesen (10 min)
3. ! Technology in Curriculum Project; John Laugesen (10 min)
4. ! Review Dell Laptop Evaluation Process; Paul Khangura (10 min)
5. ! Dell Laptop Test Results, Next Steps, Look and Feel; Kathy McAndrew (10 min)
6. Update on Classroom refresh candidates and process; Kathy McAndrew/James Duncan (10 min)

Meeting Notes

1. #Action Item Review

No	Item	Responsible Person	Due Date
1	Present O365 roadmap	James Duncan	Moved to later date
2	Printing Metrics	Julia Kraveca	TBD

1. #Office 365 features needed for Office Administration Program

- Concerns were raised by faculty teaching in the Office Administration Program that the full functionality of Microsoft Office would no longer be available after the roll out of Office 365, thereby affecting curriculum delivery.
- They were assured that the full client version of Office would still be available; specifically Office Pro Plus. The only major difference will be that there will be a faster upgrade cycle than before. Information Technology will continue to support the full version.
- It was also clarified that presently Office 365 is an optional (not required) service.
- **Action Item:**
 - James will clarify/better define 365 services at a future meeting

2. #Technology in Curriculum Project; John Laugesen (10 min)

- John Laugesen is welcoming participants for a Faculty of Business led project exploring how technology (i.e. software) is being used in the curriculum.
- Main purpose of study is to ensure that skills being taught in the classroom are properly preparing students for the workforce and improving graduate employability.
- Project will also evaluate which software applications are being used to determine if there is any overlap or shortcomings.
- Michael Evans volunteered CTL as a resource to provide tools and best practices for the project.
- Clare Wollen also indicated that Library Services would be able to provide resources.

- From IT's prospective, James Duncan asked that IT is kept apprised of any decisions which would affect the software catalogue. Sarah Bernardi indicated that IT could provide information about which software is available under enterprise agreements.

3. #Review Dell Laptop Evaluation Process; Paul Khangura (10 min)

- Dell laptops are currently being evaluated to assess their candidacy as our new standard.
- Dell is only vendor which we can purchase directly through under the OEM agreement; saving us \$150 per unit. Should we decide that the Dell devices do not meet our needs, we can go through an independent RFP process at a later date.
- Paul is reaching out to our departmental technicians for their evaluation of the products.
- Anyone seeking to participate in the evaluation process, including faculty in the classroom, are asked to contact Paul Khangura as soon as possible.

4. #Dell Laptop Test Results, Next Steps, Look and Feel; Kathy McAndrew (10 min)

- The ITS team have evaluated the Dell laptops using their standard testing templates evaluating various metrics (i.e. speed tests for start up and software loading times) as well as system compatibilities (i.e. podiums, Crestron etc.).
- IT's Cloud Services Group (CSG) have also evaluated the devices.
- So far the feedback is mostly positive:
 - Compared to equivalent models; everything is the same or slightly better.
 - The devices have passed all tests, works with all controllers and software loading/boot times are good.
 - Adapters are universal.
 - Good ports and good battery life.
 - Includes all video connection ports which mean no dongles are required.
- Some points of concern are:
 - Dell's service reputation is not as strong or as seamless as other vendors.
 - Some evaluators noted that the devices "felt cheap" and that some parts were flimsy and may be easily broken (i.e. Ethernet port cover).
 - One 5000 series model did not have a track pointer.
 - The fan was noted as being loud when on.
- **Action items:**
 - Review service/warranty coverage and options as a part of negotiation process (Paul Khangura/Kathy McAndrew).
 - Seek feedback from other Colleges who have used or are using Dell laptops (Kathy McAndrew).

5. Update on Classroom refresh candidates and process; Kathy # McAndrew/James Duncan (10 min)

- Ongoing work is being done to evaluate and prioritize classroom refresh candidates at the Davis and Trafalgar campuses.
- With the hope of renovating classrooms over the summer, several IT teams are working on this cross collaborative process.
- Strategies are being formulated in order to determine which classrooms will be renovated next.
- The scope of the work and number of classrooms to be refreshed will depend on budget availability:
 - Major classroom updates or new builds are funded through capital projects and put onto lease streams that are periodically refreshed.
 - There is relatively little ongoing operational budget to refresh classrooms that do not fall in this category.
 - IT has identified these gaps as a part of the multi-year ever-greening plan for the VP of Finance and Administration.
 - The shortfall has been defined more accurately than ever before.

6. Parking lot

- It was brought to the attention of the committee that IT services and procedures are not effectively transparent, readily available or communicated to newcomers to the organization. An example given was of a new hire that was completely unaware of our printer purchasing policies.
- **Action Item:**
 - Some suggestions were provided but the take away was that IT needs to review how we can improve the introduction of IT services into various onboarding processes as well as ongoing processes (Kathy McAndrew).

Next Meeting:

- Monday April 16, 2018, 3:00 p.m. – 4:00 p.m. !
Trafalgar President's Boardroom/Webex !