

# IT User Experience Governance Group: April 17, 2017

**In attendance:** Julia Kraveca (chair); Michael Evans; Derrick Millard; James Duncan; Martin de Bernardo; Rod Stewart (minutes); John Laugesen; Howard Simkins; Wes Tanney; Ian Colquhoun; Claire Wollen; Chris Descheneaux; Jordan Carlson;

**Regrets:** Bryan MacFarlane; Vito Picicci; Sarah Bernardi; Trevor Hanekamp; Ausim Mobeen; Paul Khangura; Don McCulloch

## Review Action Items

### Classroom KPIs

UX360 group's designated members are to work on authoring two separate surveys – one focused on IT within our classrooms and a second with the holistic focus inclusive of all components that make up the classroom. These two surveys will then be presented to the Dean's Council for a decision.

**AI:** A survey will be developed using the KPI Classroom Survey draft that Howard created as a starting point. The survey will be presented to the group at the June 12 meeting.

### Message to remove USB devices

It was confirmed that IT will be able to put in place the reminder prompt for users to remove their USB device when logging out, but confirmation was required for the message wording and how long the message should be in place before the PC shutdown/logout completes.

Concern was expressed this not be limited to Podium PCs as this is an issue that impacts students using PCs and thin client machines in labs.

**AI:** a proposed message will be sent to the group for review

## Agenda

### UX360 – a year at a glance

It's been one year since the inception of this group and members were led through a presentation highlighting the impact and contributions that have been made:

- Recommendations:
  - Windows 10
  - Office 2016
  - Multi browser strategy
  - Classroom KPIs
  - Interim administrative end-user computing standards
  
- Issues Solved
  - Flip Labs
    - Employed zero client VDI solution
    - Workforce students moved to more appropriate lab

- Slow Login times
- Davis classroom modernization (ongoing)
  
- Issues Raised
  - VDI expansion
  - IM for students
  - Video carts
  - Base classroom technology
  - Slow login times
  - Meeting room dongles
  - USB message reminder
  
- Year Ahead
  - Establishing working groups
  - End user standards
  - Modernizing classrooms
  - VDI expansion
  - Awareness of classroom status/issues

**Update: Flip up labs**

It was announced that zero client VDI machines were being deployed to replace the legacy laptops that were featured in this space previously. After thorough analysis, laptops were deemed not to be appropriate for this space and the Workforce students who used this lab previously, have been moved to a lab more appropriate to their needs.

**Update: Slow logins**

As previously discussed, a cross-functional task force was developed to examine the underlying issues with slow log-in times from podium PCs and lab computers. An issue with the size of the default user profile was identified (applicable to all users) and profiles have been reduced from 400MB to 40MB. This has netted reductions in login times reduced from as much as 8 minutes down to under 2 minutes.

The ongoing solution to this issue will be to optimize/rebuild the affected user profile. The task force team also recommended purchasing SSD drives on Podium PCs and lab computers moving forward as this, too, can dramatically improve login times.

There have been consistent customer reports indicating that this issue has been addressed.

### **Update: Office 365**

There has been a change in project leadership so the latest project details are not available at this time. It was announced that we do not anticipate introducing Office 365 by fall 2017.

It was asked if faculty/users would have a choice between Office 2016 and Office 365.

**AI:** This will be taken back to the project team for an answer.

One member noted that his perception that the project was focused more towards administrative computing and that a fall 2017 rollout may still be possible in the academic sphere.

It was mentioned that Dayan Ginige (PSOB) was working with some of his faculty to deliver Office 365 in curriculum. There will be follow up with Dayan to get more details.

### **Update: Windows 10**

An update was provided on the Windows 10 project, noting that we are working toward fall 2017 delivery. Highlights from the presentation included:

- Improved communications paths
  - Currently working on communication planning
  - Sheridan community engagement: gathering feedback on the user experience from students and faculty
    - Looking for UX360 support to engage their faculties/administrative areas for testing and feedback
      - What should the user experience be?
      - Loaner laptops will be available for exploration within the next few days
      - Looking for UX360 members to recommend faculty testers
    - Looking to involve students via surveys and events
    - Machines set up at ITS service counters to survey students
  - User Experience
    - Option: let users customize without controls
    - Option 2: deliver a more limited/controlled user experience (streamlined towards faculty/students)

It was confirmed that when Windows 10 is rolled out to faculty, it would be a 'clean install' of the OS and not simply a software update from Windows 7. (laptops would be re-imaged)

It was asked if the lockdown browser in Windows 10 had been tested. It was confirmed that it was on the testing list.

Concern was expressed about the impact of Windows 10 on library services. The library will be consulted to address their concerns and plan testing.

It was asked when Windows 7 support will end? This will be determined in phase 3 of the project.

It was stressed to the group that the scope of this phase of the project was to deliver Windows 10 to faculty users and use it for academic applications (i.e. the academic environment will be exclusively Windows 10).

As for admin users, those with laptops will be given the option to move to Windows 10, noting that many admin apps have not yet been test. Admin desktop computers will remain at Windows 7.

**AI:** members were asked to consult their constituents and raise any concerns related to delivery of Windows 10 in VDI environments at the meeting in May.

## **Other Business**

The group was informed that he was hoping to bring in representatives from Adobe to showcase their latest software offerings sometime in May. More details to come.