

May 18, 2016

# IT User Experience Governance Group Meeting

**In attendance:** Holly Ashbourne; Sarah Bernardi; Martin de Bernardo; James Duncan; Ian Fisher; Brent Furneaux; Trevor Hanekamp; Paul Khangura; Julia Kraveca (Chair); Wes Mathieu; Ausim Mobeen; Vito Picicci; Howard Simkins; Rod Stewart (Minutes); Joseph Varrasso

**Regrets:** Michael Evans; Bryan MacFarlane; Derrick Millard; Usama Pervaiz; Wes Tanney; Brandon To

## Review of Action Items from May 2 Meeting

### Schedule VDI Information session

Julia announced that an VDI information session has been scheduled for next Thursday, May 26 from 10 a.m. – 12 p.m. in room B364 at the Trafalgar campus. James Duncan will be conducting the session and it will be recorded for the benefit of those unable to attend. Group members will be charged with determining whether we should put forward a business case to continue/expand use of VDI following presentation.

## Agenda

### Windows 10 – where we are at and next steps in adoption

*presented by Kathy McAndrew, Manager, Campus IT (Trafalgar Road Campus)*

Kathy began her presentation by providing an overview of the 'Phase 1' rollout of Windows 10 support for Mobile Computing students, highlighting the following accomplishments:

- supported since January 2016
- tested over 100 applications using consumer grade laptops
- built project teams across campuses
  - tier 1 and 2 service leads
  - faculty
- Tested known academic software
- Employed new collaboration tools (Smartsheet) so testers could cross check test results, ask questions and resolve issues

Kathy noted that there were a few problem apps encountered in testing, and these apps were delivered via VDI and users were able to access them using the VMware HorizonView client. These applications have since been updated by the vendor and can run natively in Windows 10.

Kathy also remarked that there were no issues encountered that "could be blamed on Windows 10".

In regard to lessons learned from the phase of the project, Kathy emphasized the following:

- the initial scope of the project grew in phase one – lesson learned: take more time in next phases of implementation (get to something achievable)
- Involve more faculty and staff, and earlier in process
- communicate results more frequently

Kathy laid out 'next steps' for the Windows 10 roll-out and provided the group with some options:

**Next Steps for Windows 10 Rollout – introduce Windows 10 in:**

- Student learning spaces
  - lab computers & VDI clients
- Podium PCs
- Faculty laptop images
- Admin desktop/laptop images

**Constraints/Infrastructure Changes**

- change the way we image computers and deploy software
- VDI infrastructure needs to be upgraded
- Our current VDI environment is at capacity and expansion cannot happen until a business case for growth is presented and approved
- need to balance priorities of this project with other activities taking place
- further testing needs to be done with infrastructure components and software used by faculty and staff
  - availability of faculty to test academic software during summer months is challenging

**Deployment Options**

*Please note that the deployment dates referenced below are tentative and subject to change.*

- **Plan A: Change it Up**
  - Phase 2a (January 2017)
    - faculty laptops
    - podium PCs
    - lab desktop computers
  - Phase 2b (Fall 2017)
    - VDI machines (following removal of constraint)
  - Phase 3: admin computers (June 2017)
- **Plan B: Let's wait (Fall 2017)**
  - wait for VDI expansion
- **Plan C: Change it Up Some More**
  - Phase 2a (January 2017)
    - faculty laptops
  - Phase 2b (April 2017)
    - podium PCs
    - lab desktops
  - Phase 2c (Fall 2017)
    - VDI machines (following removal of constraint)
  - Phase 3 (June 2017)
    - admin computers

Kathy said whatever option was decided, deployment to admin users would be last as this group has the greatest variety of software to be tested. She suggested the best way to manage the rollout to admin users would be to utilize the resources available through IT's Project Management Office.

It was asked what percentage of systems are Windows-based within curriculum. Kathy estimated about 70%.

Concern was expressed regarding the next release of Windows – was Windows 11 on the horizon? Kathy replied that her discussion with a representative from Microsoft has indicated that Windows 10 “will be stable for a while”.

Faculty representatives at the table were asked how critical it was to have Windows 10 in the classroom/labs for September? The group’s consensus was that it was not critical.

It was asked if there were any concerns with new hardware coming into the college (e.g. laptop lease refreshes) that are specifically designed to run Windows 10. Kathy said it wasn’t really of concern as we reimage these new machines with Sheridan’s software image.

Some wondered why are we dumbing down the faculty laptop experience when we support students running Windows 10? The reply was that it is simple to build a software image but there are lots of variables that need to be tested – applications; PeopleSoft systems; SLATE; etc.

It was recommended that a pilot be conducted with some faculty (early adopters).

Julia asked members to talk to their constituents and get their feedback, indicating dependencies and constraints within each area and their recommendation for implementation.

## **Office 2016 Recommendations – Do we make it available for Fall 2016?**

Members were asked to provide their feedback in regard to making Office 2016 available for the September 2016 semester. Below are highlights of that discussion:

- It was asked if we can we give faculty the option of moving to Office 2016, noting that faculty – especially PT faculty – may already be coming to Sheridan with Office 2016 installed on their systems. It was also expressed that this change is much less impactful than rolling out Windows 10.
  - The software could be made available for download and installation on individual machines, but there was concern about the level of testing that would still need to be done – something that we rely on faculty to do — Julia asked members to ask their constituents if any of them could be made available to test Office 2016 with SLATE and against other applications.
- A query was posed asking if Office 2016 could be released to select classes based on course code? Yes.
- We are currently capacity constrained with VDI and could not deliver Office 2016 in same we delivered Office 2013 (by making both the new and old versions of Office available in separate VDI pools).

Julia said she would take this away to get a better understanding of the constraints and benefits of rolling out Office 2016 for the September 2016 semester and bring her findings back to the group so they could vote on a final decision at the next meeting.

## **Instant Messaging for Students**

*presented by Ian Fisher*

Ian said he had been approached by several faculty members who wanted to know what Instant Messaging (IM) options were available to use with their classes/students? Were there products where contact lists be can be pre-populated and handle big groups?

The following discussion points were generated:

- Why wouldn't this be done within SLATE as it already includes IM functionality and the prevailing thought is that the official policy was to communicate with students through SLATE.
- What functionality is required in the IM client and what do faculty wanted to accomplish by employing it? Different tools provide varying levels of functionality (e.g. text chat; voice chat; video chat; collaboration tools).
- What is the mandate/terms of use when it comes to tools like IM - who reviews ownership of conversations; addresses privacy concerns? Julia said it was this groups responsibility.

The discussion concluded with the group agreeing that before a specific product be recommended, a better understanding of what the intended outcome of employing IM, and its desired functionality, would be needed.

## **Round Table Updates**

**Joseph Varrasso** said he would like to have a discussion around video conferencing challenges at an upcoming meeting. He indicated that WebEx is not appropriate for groups in large rooms and that the mobile video carts are "bad".