

## MTAG Monthly Meeting Minutes

December 15, 2015

3:00-4:30 PM

### 3139 Computer Science

1. November 17, 2015 minutes motioned to be approved

#### 2. CIO/COO Updates- (Bruce Maas/John Krogman)

##### COO Updates

- Data Center: Putting together some high level options to be presented to the Chancellor.
  - A lot of vendor information has been accumulated.
  - Had a first meeting with the Council of Chairs Committee.
  - Had a tour of a tier 2 data center. Will be arranging a tour of a tier 3 data center.
  - There will be more information to come in late January.
- Everyone is officially moved over to O365.
  - The same discovery laws and regulations will apply.
- Amazon Contract is signed and underway.
- Microsoft is also in progress.

##### CIO Updates

- WARF has made an additional gift to the campus to support IT infrastructure (\$16.5M in support of research)
- Bruce has not clarified what initiatives these funds will support, but the intent is that it will be used for initiatives that are already underway.
- Once Bruce has more clarification he will speak with ITC and MTAG and will keep them informed.

#### 3. EITDM Committee Structures (Amy Gee)

- Service Management Advisory Group (SMG) has been meeting for 3 months: Completed Charter, High-Level and Detailed-Level Process Flows. Will run a test case through to validate process and estimated ready for go-live by March.
- Nominations are almost complete for the Planning Board (group that makes decisions). Remaining appointments include individuals from the area of Instruction, Deans, and Former Deans.

#### 4. EOPS Update (Amy Gee)

- The final report was sent out on 12/15/15 summarizing the work that was done.
- Mark Walters will present to MTAG (to be scheduled) on the HR IT Group, team who will carry the work forward.

#### 5. VoIP (John Krogman)

- State centrex contract expires July 1, 2016. We are anticipating a Centrex price increase.
- We will be making a recommendation to move the campus to VoIP in 2016, with the exception of fax, elevator and emergency phones.
  - We have enough volunteers to try the new system. Some will be moved in February and some in March.
- . Campus leadership has tentatively endorsed moving forward.
  - We will freeze large centrex moves.
  - Phone numbers will stay the same, but we will leverage temporary numbers that will forward to existing numbers until the porting is completed
  - . The new system will have voicemail that forwards to email.
- Campus will not be asked for any additional funding for the conversion.
  - We will be encouraging folks to move to headsets (no charge); however VoIP speaker phones and desk phones will be available at a reduced price. Need to maintain our E911 system.
- FAQ's will be created so if you have any questions please send them to John.

#### 6. UW Homepage Redesign (Libby Peterek)

- We have a six person team designing the website.

- Launching on January 14, 2016. We have looked at many other college/school websites.
  - What is seen above the fold is most important.
    - We used heat mapping to see what the most popular links were.
    - The hotlinks were MY UW, Learning at UW, Email, and Calendar.
  - There are over 200 links on the homepage.
    - The new site will have a carousel that University Marketing will control. Stories will not change as often as the news stories now.
  - The goals for the UW Homepage Redesign:
    - Updated look and feel
    - Promote brand promise
    - Prospective audience
    - Platform independence
  - We want to use the Discover UW link to bring more people into the campus.
    - We need to find what makes UW Madison stand out from other colleges.
  - When you type in the search bar it will come up with predictions before you are sent to another page.
  - Be a Beta Badger is located at the top of the home page now. Every two weeks you will get an email asking a few questions to get feedback.
- 7. LifeLong Learning LMS (Alan Ng)**
- The LifeLong Learning LMS Project went live on December 15, automating UW-Madison NetID issuance and access to online course materials for lifelong learners.
  - The problem with status quo:
    - Slow-Learner may wait several days after paying to get access to the course.
    - Expensive- Manual solution adds a per-registration overhead cost.
    - Not Scalable- Manual solution is only practical for small volumes.
    - Or completely soiled- Existing automated solutions have no connection to campus records, services, or infrastructure.
  - The solution:
    - UW NetIDs for all Badgers for life, issued immediately 24/7/365 entirely self-serve.
    - No new systems were built. Modifications were made to existing systems so they can work together.
    - Each learner responds to a series of up to three questions which determine whether the learner matches an existing UW identity and/or needs a new NetID issued right away.
  - Enables scalable, high capacity retail education from UW Madison. The global “self-paced e-learning” market alone is ~\$50 billion annually.

**Attendance:**

**Colleges and Schools**

Phil Barak, CALS  
Alan Ng, Continuing Studies  
Rob Kohlhepp, Engineering  
Eric Giefer, Law  
David Towers, Medicine & Public Health  
Bruno Browning, L&S  
Mike Pitterle, Pharmacy  
Brenda Spychalla, Education

**General**

John Krogman, DoIT  
Don Nelson, Office of the CIO  
Bruce Maas, CIO  
Brandon Bernier, DoIT  
Jeff Shokler, Academic Advising  
Stefan Wahe, Cyber Security

**Campus Services/Affiliates**

**Bobby Burrow, VCA/FP&M/Athletics**

**Other Attendees**

Amy Gee, Office of the CIO  
Brian Rust, DoIT  
Alan Silver, Chemistry  
Mike Litzkow, COE  
Ben Abernathy, Geo Science  
Libby Peterek, University Marketing  
Tamra Dagnon, PMO  
James Grandt, Aquatic Sciences  
Karen Hanson, DoIT PMO  
Chris Hopp, DoIT  
Kevin Cherek, AIMS  
Kayla Melland, Recording Secretary