ADMAN Board of Directors

Agenda

February 20, 2014 (3-5 p.m.)

357 Hutchison

**Attendees:**

Brenda Scalzi, Utilities

Lisa Blake, PLB

Julia Prather, EPS

Linda Potoski, VM: PHR & PMI

Rosemary Martin-Ocampo, Graduate Studies

Allison Mitchell, IET

Kerry Hasa, SOE

Cindy Simmons, OSS

MaryAnn Mellor, SOE

Sara Reed, BFTV cluster

Janet Brown-Simmons, Phoenix Cluster

Lourdes Gomez, Housing

* **Approval of December & January Minutes – Janet Brown-Simmons, Allison Mitchell**
* **Standing Committee Reports: 3 p.m. to 3:30 p.m.**

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| **Committee Reports:** | **Representative:** |
| ABOG (Academic Business Officers Group) | Sally Harmsworth/Meshell Louderman |
| AADI (Administrative Application Development Init) | Tracy Lade/Janet Brown Simmons/Karen Nofziger |
| CCC&D (Campus Council on Community and Diversity) | Tammy McNiff |
| CCFIT (Campus Council for Information Technology) | Nora Orozco  |
| FIS Steering Committee (Kuali) | Karen Nofziger |
| Ed Tech (Subcommittee within CCFIT) | Kerry Hasa  |
| Kuali Rice (collection of middleware) | Dee Madderra  |
| UC Path Steering Committee | Susan Sainz |
| HRIC/HRAC/Career Compass(Human Resources Implementation Committee/Human Resources Advisory Committee) | Rosemary Martin-Ocampo |
| SDAAC (Staff Diversity Administrative Advisory Committee) | Lourdes Gomez |
| SSC (Shared Service Centers) | Teri Sugai |
| TIF (Technology Infrastructure Forum) and TAC (Strategic Technology Advisory Committee) | Tracy Lade |

* **February 20, 2014:**
	+ **3:30 – 4:30 p.m.: Beverly Howard**
	+ **UC Path & Organizational Change**
* **March 20, 2014:**
	+ **3:30 - 4:30 Jeff Gibeling, Dean of Graduate Studies**
	+ **Mark Thonen, Project Manager, UConnect/email services**
* Future meeting dates for Academic Year 13-14 – with appreciation to Janet Brown-Simmons for reserving Room 357 in Hutchison Hall for all our ADMAN meetings next year.
* March 20, 214
* April 17, 2014
* May 15, 2014
* June 19, 2014
* **ADMAN Mid-Managers Conference, March 12th. Registration is closed. For waitlist information, contact Kerry Hasa at** **klhasa@ucdavis.edu****.**
* Sold out in less than 2 weeks (230 participants)
* 11 breakout sessions
* Asking for feedback on what drove the increased attendance
* Going green -- All handouts will be available on-line
* Co-sponsors: SDPS & OCCR
* Feedback was important in designing the conference

**Chair Updates**

**Future Potential Speakers:**

Ombudsperson – Susan Park

*Allison Mitchell asked – could we do two speakers in one session?*

Mark Thonen – Project Manager for Email and Collaboration Services

**General Announcements:**

* ABOG slots – a few left; contact Meshell Louderman by Friday (2/21) to attend

**Beverly Howard**

* UC PATH project manager
* Business Process alignment lead
* Oversee communication lead on UC PATH

**Change Management Overview**

* UCPATH been coming; change of leadership, which required a health check
* Revamping of UCOP team
* Working towards milestones with common goals & new timeline
* UCOP will be first; other institutions will be Wave 1
* Still no timeline for UCPATH
* Revamped how processes are being mapped; 104 processes that affect both the UC PATH center and the different locations; currently need to see where the connections occur
* Benefits – going to UC PATH center
* UC PATH center: “Transactional based” things
* UC PATH – mainly “call center” function
* Questions about access levels, generate reports, etc.
* March: List of processes will be released that will require a single-point of contact on campus
* **Question**: What is a “location”? Location = campus + any medical center
* **Question**: If the call center won’t be UC employees, who will be staffing them? Most of the UC-experienced employees are management. Entry-level will likely be mainly new people.
* **Question:**  How does it actually make things faster? It appears that it just adds another layer.
* **Question:** SSC experience shows that people who “do” the work need to be a part of the process mapping. Is UCPATH going to do that? UCPATH has hired experienced people. Follow-up question: Are we using the “workers” in the process?
* ADMAN members: We fear that campus/UC is not learned from prior experiences.

Beverly: “Lay of the Land”

* UC Davis – “Project team” and “Core team;” made up of SMEs from campus & health system
* Accelerated timeline has compressed/limited involvement
* Teams’ roles are to focus on the “hand offs”
* Questions about the choice of campuses, etc.

What we do have control over:

* Currently utilizing a representative group of managers
* Going to be up to us how we “do it” on campus; other campuses have already mapped
* We will have lessons learned from other campuses
* Not dictating the campus processes
* Encourage that we share the report of the SSC
* Question: Can we get the other campuses’ process maps? Considered proprietary.
* Question: How does UC PATH & HR Strategic Review intersection?
	+ Forming “Centers of Excellence” in HR (e.g. Recruitment processes)
	+ Questions about what is centralized?
* Question: Why not just replace the payroll system? PATH is meant to replace multiple payroll/HR system.
* Nothing will be done “after the fact” or retroactively
* Need to have local SMEs involved in the process

***Question: With the process, has staff been hired to support the development of tools?***

Need to look at resources to support the project. UCD is generally one of the leanest. Other campuses are doing more simultaneously. There is a fear that we (UC Davis) might “burn out” before we get to our own process mapping; local teams need to focus on the “hand offs.”

We need to ensure FTE have been resourced to support.

***Question: Who is on the team?***

14 people from campus and the health system (HR, Payroll, etc.); mainly centrally located individuals. Beverly will provide MaryAnn with the list of people.

***Question: Has anyone looked at the cost of UCPATH?***

Burn rate for project is quite high.

***Question: Will there be the same process for administrative & academic units?***

Not likely.

ADMAN wants to be active in helping the process be successful.

Beverly – what has been blocking involvement? (Speaking in general)

* Updates were not communicated in UCPATH acronyms
* Janet – AADI model works on campus
* Even when processors were included, the information was not utilized

Need to set the expectation of a common standard – and then expect people to adhere to it.

Need to map all the way down to the minute details

Beverly – how do we involve people?

* Utilize ADMAN

Need to empower people to be involved in the process

***Question: What about the reporting function?***

To date, that hasn’t been approved.

Beverly Howard – will be sending MaryAnn the core group members, and her powerpoint presentation from today’s ADMAN meeting.

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***Committee reports***

**ABOG:**

Lourdes Gomez will be replacing Meshell Louderman as the 2nd ABOG Representative beginning at this year's conference.  Sally Harmsworth will remain for 2 more years.  If you are interested in attending ABOG, please contact Meshell Louderman ASAP.  Registration closes on February 21st.  If any of your departments/units are willing to donate raffle prizes to be given out at this year's ABOG conference, please contact Sally or Meshell by February 26th.

**AADI :**

No update

**CCC&D:**

No update

**CCFIT:**

**CAMPUS COUNCIL FOR INFORMATION TECHNOLOGY**

Monday, February 10, 2014

**AGENDA**

**Recent discussion with Bruno Nachtergaele, Academic Senate Chair**

Bruno Nachtergaele attended the CCFIT Steering Committee meeting on 2/7/2014. Based on a discussion in the meeting, it was decided that it would be beneficial for the Senate Chair to be part of the annual review of committee work by attending the initial steering committee of the year and giving input throughout the year. In addition, the Senate Chair would be invited to the final meeting where CCFIT would make recommendations to the Provost and CIO. This relationship will help to encourage communication between CCFIT and the Academic Senate and will help to engage senate members’ participation in committees.

**Future of SmartSite** – Delmar Larsen, Andy Jones and David Levin

The EdTech Committee is looking at 5 possible Learning Management Systems to replace our current SmartSite. The committee is looking at three possible scenarios:

* Option 1: Invite 5 companies to campus and provide scripted demonstrations. Based on this, a pilot would be held in the Fall.
* Option 2: The committee would narrow down the 5 LMS companies to 2, would pilot both in the Fall (i.e. one professor would pilot both systems at the same time).
* Option 3: The committee would make a recommendation for 1 LMS and would issue a request including a sole source justification and move forward.

The committee decided that Option 2 would be the best option. The committee is in the process of creating an RFP that would include all the necessary requirements. They will be sending surveys to faculty and others (I’ll ask them to include ADMAN) to gather input on what should be in the RFP. Once RFP is issued, they hope that the number of Learning Management Systems that meet the requirements will be small enough that they will be able to narrow down.

**Electronic textbooks** – Delmar Larsen, Educational Technologies Subcommittee Chair

Delmar Larsen is doing a pilot teaching Chem 2, one section with a conventional text book and one section with ChemWiki. He will give the same exam and use the same grading criteria. He is hoping to show that students will grasp the same information using an online system versus having to pay for very expensive books.

Delmar received funding to expand the current ChemWiki to include other STEM (Science, Technology, Engineering, Mathematics) disciplines. For more information, please refer to the [STEMWiki](http://ccfit.ucdavis.edu/documents/Winter_STEMWiki_CCFIT_02_10_14.pdf) handout.

**Campus email and collaboration services project**

Mark Thonen, project manager, discussed the 3 different options being made available: uConnect Cloud (aka Office 365), DavisMail (aka Google), and uConnect (aka Exchange). They realized that information about campus email has not been reaching the intended audience. They are reaching out to all Deans Offices to attend upcoming Department Chair/CAO meetings to provide more broad communication.

Current status of campus email is they are finalizing migration tools and tool kits; they are preparing an informational handout and are requesting IT Directors distribute to staff/faculty; they are providing more communication about the effort.

Cost of uConnect Cloud and DavisMail will be centrally funded. Cost of uConnect (Exchange) will be approximately $11 - $16 per month, per user. This figure may increase if less than 1000 participants.

See attached PowerPoint Presentation for additional information.



**Update on Advisory Committee for Application Development (ACAD)**

Jeremy Phillips provided an overview of this new committee. Based on an internal audit that was conducted in June 2013 regarding administrative applications, it was determined that:

1. There was a lack of governance regarding the creation/purchase of administrative applications;
2. Staff responsible for creation/purchase of these applications did not have clearly define job functions or classifications;
3. Applications being used were varied and redundant;

The management corrective actions identified by the audit include:

1. Initiate a representative advisory body to assist the CIO in overseeing the creation/purchase of administrative applications
2. Gather data regarding IT staff functions that have responsibility for creating/purchasing administrative applications
3. Establish application development standards

To address these, CIO Prasant Mohapatra:

1. Established the Advisory Committee for Application Development (ACAD)
2. Initiated the Application Development Analysis of Process and Technologies (ADAPT) project to survey IT staff functions.
3. Tasked ACAD and ADAPT to develop guidelines for the use of standardized development tools.

The ACAD is chaired by Tom Kaiser and has membership that includes faculty, academic unit managers, administrative unit mangers, and IT managers.

See attached PowerPoint presentation for additional information and timelines regarding the corrective actions.



**FIS Steering Committee (Kuali)**

No update

**ED Tech:**

No update

**HRIC/HRAC:**

**HRAC**

**February 5, 1:00pm**

**Hamilton Room – Heitman Staff Learning Center**

**Information: Employee Reduction In Time (ERIT) – Irene Horgan-Thompson**

* ERIT will be terminated at UC Davis effective 6/30/14. There will be no extension. For bi-weekly employees this is problematic. When we converted to bi-weekly we did not have employees on ERIT complete new contracts. Please review your departments for employees on ERIT and if they are bi-weekly please work with them to revise the contract with an end date that corresponds with a bi-weekly end date prior to 6/30/14.

**Information: Smoke Free Update – Steve Green**

* Asked if there were any problems with the new smoking policy and basically there are none.
* Steve is working on a new training program for Just Cause and Performance Management. It should be available to managers and supervisors within ~2 months. He will conduct the first few trainings in order to see how well it is going and to get feedback.

**Irene Horgan-Thompson:**

* Unknowns - still a bit of a problem. Will need to review and send updates to units that still have some unknowns.
* New requirement from Federal Gov’t to seek out whether our employees, including applicants, have ADA disabilities or are veterans. For current employees, an outside vendor will send out form for employees to disclose this information. For new hires, there will be a new form to complete; and for applicants, this will be added to the application process.
* CUE filed a grievance about the pay increase of 7/1/14, saying there was a problem with the UCRP deduction.  CUE won the grievance and all CX eligible employees will receive $13 (before taxes) on a bi-weekly check soon.
* New compensation manager to start soon. Michelle Wong from Cal Pers was selected.

**Information: HR Strategic Transformation – Susan Gilbert**

* Phase III: Implementation Phase to begin this month. For more information go to website:

<http://arm-web1.ou.ad3.ucdavis.edu/Cascade/strategicreview/index.html>

**KC:**

The KC oversight committee met January 13, 2014 to discuss current status of KC and IRB.  RSmart who was out in October to review the current status of KC has provided SPO with a readiness and needs assessment report.  The common theme in the report appears to be absence of overall project plan, clear path to completion, there were multiple product owner changes, and multiple changes of project personnel and their roles that seem to have affected the ability to launch KC.  Discussions were made if SPO should work solely on finishing up the IRB modules or focus energy on the KC modules.  SPO does not have sufficient programmers/resources to work concurrently on both systems.

Currently IRB is running on an IRB Net program, which is not an ideal system, but works for the time is being. The hope is that Kuali will have an IRB module within the next 2 years, and IRB will convert to the new module in Kuali.  A representative from the Med Center was going to check and see if they could offer some of their own IT resources to assist the programming group to update IRB, since they had a great need for the program.

Since there were only ~9 representatives at the meeting, Cindy was going to poll others on the committee to get a sense of what their preference between working on IRB or KC.  I indicated to Cindy that whatever they thought was the greatest need would work for us (I don’t think anyone is anxious in learning another program after KFS3 rollout, plus KC’s user interface is less than appealing). It would be better if they could fix the user interface on KC before they release it to campus users.

If they go with KC, Cindy indicated that SPO could do a back of the house launch sometime soon (date TBD) which would be awards, sub-awards in KC only.  Proposal Development will not be rolled out until the user interface is fixed, most likely will not be released for quite a while (date TBD).  In the interim, RSmart, University of Hawaii and UC Davis are working on a user-friendly interface that emulates the SF424.  If they can get this as a user interface, it may work temporarily until KC has a new user interface in place within the next couple of years.

KC 5.2 will be released by the end of the January and should address some of the earlier problems and functionality in Proposal Development, such as the sponsor deadline issue.  However, the deadline is still not in a separate column, and has to be sorted by the user action list. This is still a huge problem for large units. Especially if they route through the Deans offices, it will be a bit harder to manage proposal deadlines.

**UC PATH Steering Committee:**

No update

**SDAAC:**

No update

**SSC:**



**TIF -TECHNOLOGY INFRASTRUCTURE FORUM :**

TIF Meeting Notes January 29, 2013

# January 10/11 campus IT outage – Mark Redican

Mark Redican summarized the outage and reported it as three incidents. IET feels they understand the individual problems that created the outage and they have all been fixed. IET is working to mitigate the risk of an outage of this magnitude from recurring, e.g., systems are being diversified, cloud services are being integrated, protocols are being developed.

Communication between IET and the campus community was problematic since communication systems were down as part of the outage. A Twitter feed turned out to be a reliable communication tool, but there were less than 300 campus subscribers at the time of the outage (that has since doubled). Text messages: Keep our contact info updated for the UC WARN ME system, which is controlled by Strategic Communications and is configured so that messages can be targeted to groups and/or regions of campus. Aggie Feed: leverage when possible. Systems status page: move to the cloud.

IET has identified vulnerabilities and is working with the Emergency Management Team to be better prepared in the future. FYI, UCReady is looking to be replaced (RFP in progress); the next iteration of that tool needs to provide a greater level of detail.

IET recommends each campus unit assemble a list of their dependencies on various campus systems; campus IET is doing the same.

# Faculty Website Service

Campus has funding this year and will roll out WordPress for faculty use in the spring of 2014.

# Email filtering; zip files – Ken Jones

Campus email filtering is set up to help reduce spam to campus email accounts. Certain files are automatically dropped, including .exe files as they are executable applications. Now campus filtering is being extended to zip files since this has been used as a means of “hiding” .exe files from campus filters. When an email is dropped by campus servers because it appears to contain a virus/malware, no notice is sent to either the intended recipient or the sender (email volume would increase significantly if that were the case). It was recommended that IET develop a communication to campus IT/end users to summarize what is being done with email hygiene (filtering).

# Windows XP phase out – Ken Jones

There will be no more security patches for Windows XP beyond April 8, 2014. As such this software needs to be phased out of use on campus. It’s estimated that 5-10% of systems on campus will still have Windows XP beyond April 8th for various legitimate reasons (27% of the world is likely staying on XP). Purchasing has been instructed to not buy any more equipment with XP installed. IET is evaluating applications that depend on the XP operating system and will develop protocol for exceptions and mitigation strategy.

# ACAD – Campus application development project & governance – Prasant Mohapatra

In response to an internal audit, CIO Mohapatra is working on some corrective action. One aspect includes clarifying the roles and responsibilities of the campus “programmers.” Units are encouraged to be collaborative with the group tasked with this project and asked to help them do their work. CIO Mohapatra asked the group to reach out to people in their units and provide more education to users on things such as phishing – successful phishing attempts are a huge drain on campus resources. He also asked the group to encourage users (faculty, staff, students) to opt in to the WARN ME system.

# Marketing with media – Chip Mrizek

Chip talked about the power of an image versus the power of text, the message being use images when possible in order to convey a message quickly and effectively. He gave an example of a course that was advertised with a brief video rather than the usual course flyer with static information.