

2018-19 ITPC Report

Mirek Riedewald

Khoury College of Computer Sciences

Members of ITPC

- Nicholas Beauchamp, CCSH
 - Cole Camplese, ITS
 - Peter Desnoyers, Khoury
 - Joshua Hertz, COE
 - Stratis Ioannidis, COE
 - Amy Lu, Bouve and CAMD
 - Oyinda Oyelaran, COS
 - Mirek Riedewald, Khoury (chair)
 - Paul Whitford, COS
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- Senate contact: David Kaeli, COE

Primary Outcomes

- IT services and staffing are heading in the right direction.
 - No patterns requiring immediate correction or intervention
- Re-assess situation as recent ITS hires are starting to have an impact

Recommendations

- High-level ITS leaders as ITPC members
- University leadership: improve involvement of future users during early planning, pilot testing, and product selection for major software products and IT services
- Establish system for IT users to report suggestions for improvement
 - Status/progress visible to all members of NU community
- Advertise role of ITPC more prominently across NU
- Next ITPC receive detailed report about backup plan pilot study: cost/benefit, feedback from potential users

Charge 1

- The ITPC shall work with the incoming ITS Vice President to ensure that, as a matter of policy, ITPC, along with ITS, has a formal role in the planning and evaluation process related to the design and delivery of ePaws and any other ongoing and future institutional software planning and rollout that will have a direct effect on teaching and research.

Charge 1 Major Activities

- Discussions with Cole Campese
- Collected input from research administrators (RA) from most colleges
 - Overall satisfaction with the software rollout process, in particular for ePaws
 - Suggestions for improvements
 - Voice heard in the process of deciding about software changes?

Charge 1 Suggestions

- Change document update functionality in ePaws to reduce risk of document loss and use of incorrect versions.
- Simplify award spending reports. (Example: Khoury's credit-card style spending report.)
- Create dashboard to give faculty access to state of ongoing processes (contract negotiations, payment processes).
- Create central repository for all material pertaining to a grant proposal/award; maintain it throughout lifecycle.
 - All RAs (department, college, central) should have same access to it.
 - RAs from all participating units should see grant account information.
- Automatic generation of current-and-pending statement.

Charge 2

- The ITPC, working jointly with ITS and the Research Computing Advisory Committee, shall develop a set of recommendations regarding IT services and staffing to broaden and deepen ITS support for research computing, and present the plan to the Senate by Dec 2018.

Charge 2 Outcomes

- Major pain point in previous years
- ITS staffing is being addressed by university and ITS leadership
- Several new positions have been filled recently
- Too early for ITPC to evaluate impact on IT services offered

Charge 3

- Given that ITS and the Provost's Office are in the midst of an outside consultant review of cloud storage architecture and planning across the University, the ITPC shall collaborate with ITS, and other relevant Senate committees to return in Fall 2018 to the 2016-2017 approved Senate resolution on [backup](#), and the 2017-2018 charge to multiple standing committees to coordinate with ITS and other stakeholders to design a comprehensive backup/data storage plan for academic and research computing and develop an appropriate strategy to implement it.

Charge 3 Outcomes

- ITS explores cost vs. functionality of possible backup options
 - Piloting an enterprise product (CrashPlan)
 - Funding situation for this option unclear
- ITS pointed to free unlimited cloud storage for university community through Office 365 and OneDrive
 - Not an automated backup solution

Charge 4

- The ITPC shall work with ITS and the ad-hoc Co-op Evolution Assessment Committee to provide an assessment of the rollout of the new IT plan for supporting Co-op Evolution by the end of the fall semester.

Charge 4 Outcomes

- Report by Cole Campese:
 - ITS has added redundancy, load balancers, and critical systems monitoring to the existing environment to provide new levels of stability, reliability, and business continuity.
 - ITS is fully engaged in overseeing system performance and continues to work closely with the NU Careers group.
 - ITS is also a member of a review group looking at future system needs.