



Applications Steering Committee

Agenda – April 30, 2010

Present: Amy Buse, Rick Christner, Cheryl Cluchey, Denise Grinnell, Mary Kay MacIver, Leah Monger, Jennifer Thede, John Urbanick, Melanie Mulder, Kristin Salomonson

Absent: Dan Burcham, Don Flickinger, Deb Yost, Eric Menold

Update on existing IT projects – Denise

Denise shared the list of the current top 9 IT projects and their status:

Priority	Project	Purpose	Status
1	Active Directory migration	Finish Active Directory migration of old AD server to new AD server	1 server to go; 62 users to migrate to new AD domain
2	Disaster Recovery & Business Continuity	Drafting of a roadmap and plan for DR & BC	70% complete
3	Upper Admin Mobile Device Encryption	Addresses security on Pres and VPs' laptops	Begun
4	DegreeWorks	Electronic degree audits for students	TEST system completed; PROD installed and SSO scheduled for 5/13; Go Live Fall '10
5	Workflow	Banner electronic processing and notification system	TEST system completed; PROD installed; in the process of testing first Workflow
6	New Firewall for Masselink	Further secure servers at Masselink	75% complete
7	DAKCS	Business Office Collections software	40% complete
8	AiM new hardware and software upgrade	Physical Plant work order system needed advanced OS to install upgrade; new features needed	New 64 bit hardware in production; upgrade scheduled for 5/13
9	Persona	Off-line ID carding for new East Campus apartments	Under review

Projects that have been completed since last update are:

- Laptop and Media Encryption – Phase 3 (laptops users with access to download data)
- Migrate Banner servers behind the internal firewall
- KCAD Novell Server replacement
- PROD web server security / stability
- Form Validation on PROD web server
- Banner 8 upgrade
- Wireless in GR (new Radius server)
- Public Safety Video Surveillance (except for East Campus apartments)
- Innotas (Project Portfolio Management software)
- Business Continuity Software
- Nortel switch replacements
- Install 3 additional FerrisConnect nodes



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Review known project requests/ranking - John/Denise

John said he thought that the more restrictive budgets become, the ASC will likely be prioritizing more projects for the University. Amy said she foresees that IT may not have the manpower to manage the demand for technology. Denise said right now that the technical review team has 7 or so projects waiting but it is hard to find time for the staff to meet and review every week if there are production issues and more immediate needs. How do we make the technical cost of time to install a new software part of the project costs (either consulting or staff time)?

John reviewed several projects: Looking to ASC to approve the rating John and Denise gave. Denise to do technical reviews for the projects but that takes time - better planning takes more time. Kristen said maybe not every project needs a full review, i.e. new software would be full review, but maybe an upgrade wouldn't need a full review that takes up many people's time. Great discussion was had but it's how many projects can we do and how long will it take to do them. It has not escaped anyone around the table that IT's projects are at the top of the list and we need to be careful of that perception.

Denise explained the project template which will cover the major components of every project. The following is the list of planned projects in priority order, which John & Denise assigned.

1. Replace Novell Directory Service. This is a very large project to tackle because this is the system used to authenticate users onto our network and holds our file storage, and network printing. Several other universities/colleges in Michigan have already migrated or are in process. Amy expressed concern over the estimated project dollar amount being too low since time/training is not factored in, only the hardware & software costs. Amy also said that it is true that the current Novell version is end of life, but there are other versions, so it is not absolutely necessary to migrate off of Novell as it has been portrayed. Rick asked if the migration would be handled by current staff, which levels have been reduced, or are we going to contract out? Denise said she would add consulting services into the project management software review process.
2. Content Management System for the main Ferris.edu website.
3. Replace existing UPS equipment. This has been on IT's request list for a few years. We recently had a failure in the server room, so equipment replacement is crucial. Need to be sustainable to reduce risk. Want to do this before fall semester. It will require some shut down for the electrical team to install the new equipment. It will improve IT's service as a provider. The current equipment is running in fail mode as a bypass.

IT projects from your areas – All

Rick Christner said Finance has been looking at travel modules that are integrated travel systems with approvals, allows for group purchases, etc. Some like Concur are fairly pricey. The Banner module option is a modest cost but is fairly new and needs some more time to develop.

Cheryl said CPTS has been talking about off-campus ID's and the process to provide one to students. Students want a Ferris ID even if they are online or off-campus. She does not know who



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can work on this or how it can be worked on. This is a manual process entirely and there does seem to be a need to improve this process. What do other universities do?

Leah said the print management system is getting upgraded in the Library. PC replacement of public computers in the library. 2nd floor reading room will be established in May and they will figure out what kind of equipment will be needed in that room

Amy said a requirement of the CMS system that is compatible with PHP is needed and how is that going to be accomplished since we don't have a PHP server on campus. John replied that it will have to be part of whole solution. COB is thinking about becoming a Prometrics testing site....how do we accomplish this and where do we start? The Testing lab? This would coincide with a new degree being offered.

Mary Kay said besides the considerable work on the Millennium upgrade, UA&M is waiting for that to work properly before integrating Millennium with WealthEngine tools. She that Rich Piippo and she are working with the video/game design program to design applications for iPhone, iPod, and iPad. First project will be to deliver Bulldog sports news. Mary Kay said they are looking for ideas on what to deliver.

Kristen said that Enrollment Services will not be implementing any new software this year. They will be using and enhancement the applications they already use. They are working on applications for smart phones and iPads.

Melanie said Fin Aid has some Banner upgrades they are testing and is anxiously waiting to hear how testing for a LivePerson chat software replacement that is less expensive.

Review planned staffing reductions in IT – John

At the end of the fiscal year, IT will experience loss of staff, mainly part-time temp staff but some full-time temporary staff as well, and maybe some retirees. Currently we are also down 4 staff members and workload is being distributed. This is why we need to do the projects that are most important at the University. Amy said that it is important for someone to say "no, we can't take a project", when resources are reduced. Otherwise it may force departments to look outside for technical support and there are no regulations/policies on how that would happen...how data would be stored on various servers all over the world, etc.

Adjournment