AACC Meeting Minutes – 10/22/01

Present – Anderson, Bowker, Colvard, Dignan, Kennedy, Maraviglia, Mason, Melvin, Barbara Brunner for Nelson, Pezo-Silva, Ramirez, Ross, Shaffer, Sletteland

Apologies – Brar, Dana, Nielsen, Risser, ASI Representatives

Guests – Broome, Kurashima, Schultz, Smidt, Yelland, Zuur

1. Anderson distributed and reviewed the committee charge and appointment letter. He noted that there is no IACC representative yet and one vacant ASI appointment. He and Ross will develop the agenda in advance, sorting items of immediate importance and noting informational and action items.

2. The minutes of the 9/21/01 meeting were distributed and approved as written.

3. CMS Update – Yelland distributed and reviewed a one-page status report. He said the focus has been on transactional processing, e.g., getting data into the system and handling back office processing. Data integrity is good. Remaining processes to activate: Faculty Recruiting and Faculty Contracts.

   The next step is getting data out of the system (Reporting). He is working with offices on campus to determine report distribution and responsibility, e.g., who is responsible for reviewing and reconciling departmental budgets, particularly labor cost distribution. Basic paper reports should be distributed within the next couple of weeks. The goal is to have a web-enabled tool, but the current product lacks adequate security to limit access and is not user friendly. He is looking at fixes to Brio portal and alternative products. Brio uses datamarts; nVision goes against the production database. It will be resource intensive once it is up and running. Pilot users are validating the Labor Cost Distribution data mart and nVision budget vs. actuals and transaction drill down reports. Brio Query rolls out this week. Labor Cost Distribution will be activated for all end users sometime this week. NVision training and rollout starts next week.

   CSU has been releasing HR and Finance upgrades about once a month until now; Yelland expects a several month break, pending major upgrades with web-based capabilities to HR 8.0 in July 2002 and Finance 8.4 in October 2002. The latter will have a major “under the covers” impact. Broome inquired about monthly releases. Yelland said these are primarily bug and baseline code fixes; there is not much in the way of enhancements. Yelland is recruiting for Production Support Analysts and a Training/Documentation specialist.

   Student Administration (SA) is planned for implementation in January 2004. Yelland said it is a large undertaking that will require at least 3-4 times the effort and $10M minimum. Cal Poly will start about three months after CSU Long Beach ends, so Cal Poly can benefit from their consultants and the experience of another SIS+ campus. Anderson asked if the infrastructure is sufficient to support SA? Yelland says CSU thinks so but lack sufficient experience with SA to analyze the volumes.
4. AACC Priority Update – Ross distributed and reviewed an updated version of the ITS projects mapped to AACC priority list, noting that ITS will be developing an AACC web page to post documents such as this for constituent review. Highlights included:
   a. Formalizing the CMS support structure, including establishing the AF&D technical services organization
   b. The portal announcement channel is fully functional and departments are encouraged to use it. This is expected to become a major means for people to get information. There are 800 unique profiles so far. Maraviglia questioned its use by prospective students; Ross said the guest logon could accommodate this. He will work with Maraviglia to integrate the portal with e-comms, e.g., redirecting to e-comms to get them used to the portal concept.
   c. Degree Works – The Solaris server is being upgraded to the new version of the operating system required to support this application. Project is still on schedule.
   d. Imaging – Broome and Mary Spady are working hard to refine the RFP. They hope to post it in November, with vendor responses due around the end of the year, and vendor selection in early January depending on the budget.
   e. Refresh of the core Cal Poly web pages – ITS is preparing a simple constituent survey to identify areas for improvement. The survey will be linked from the home page, etc., and built into the portal to provide an ongoing survey tool.

Zuur asked how ITS operationally affects its priorities during the year, e.g., Jump Start requires enrollment processes at different periods of time. It is critical that such “unprioritized” priorities be communicated to ITS. Zuur will direct his specific concern to Anderson and Ross. ITS will make presentations to AACC on key issues

5. Voice Mail and Mass Mail. AACC may want to recommend developing a hierarchical tiered structure for notifying people in an emergency. Benny Kurashima explained how the voice mail system works and its limitations for use in an emergency. Under the current system, a broadcast message to 5,000 voice mailboxes will result in slow responses when dialing individual mailboxes; inability to directly reach a mailbox (reaching the main campus greeting instead); and failure of the message waiting indicator to light. There is no work-around in the current environment; it requires upgrades to the phone and message systems. If not lit, a message could be there and no one would know it. There is no way to pre-schedule a broadcast message. Communication between the voice mail and phone systems is the weak link. Broadcast e-mail has similar drawbacks, e.g., impact on resources, not reaching everyone in time, interrupted by other processes, etc. What is the communication process for Campus Emergency Response Team (CERT) alerts? There is no system at present. A phone tree is not fool proof without strong backup.

6. ASI Fee Referendum – 11/14-15 – Colvard said there is a web page available at [http://asi.calpoly.edu](http://asi.calpoly.edu) that explains the referendum, which asks students to increase fees that haven’t been raised in 30 years. It will increase fees over a certain number of years to support programs such as Poly Escape and club services. Schultz said ITS plans to use the PolyCard e-voting mechanism developed last year to ensure that it is successful. Anderson asked if higher education indexing applied to ASI fees? Colvard said ASI does not qualify for that.

7. Remedy Ticket Web Page Presentation – Lygia Smidt briefed the committee on the new web interface to the Remedy Help Desk trouble ticket system and gave a live demonstration. She reviewed key project goals, e.g., to improve responsiveness and
support by enabling users to submit, view and update their own requests. Remedy is used by ITS and other technical support staff (AFD, CLA, SAS now; CAGR, CAED, and more soon). Requests are received various ways, e.g., e-mail, in person, phone, and web. Features include: automatic assignment of requests to support group based on type of problem or request and requester’s department; e-mail notification to requesters (submitted, pending, resolved) and support staff (assigned, updated); chronological history of all activity (detailed for support staff; summary for requester); track/report on time spent by type of problem, group; most common problems, etc.

Remedy is an open system. All requests can be accessed and updated by all support staff and cases can be easily transferred between groups. All faculty and staff can now submit, view and modify their requests. The simple, easy-to-use web interface allows users to select pre-defined common problems and self-help options, assess the impact and urgency of the request, view the general status of open requests, add information or change the urgency, and reopen closed cases if not satisfied with the solution. Common problems will soon have: links to established to web resources, simple responses or instructions, presentation of possible solutions. Web is an option, not a requirement. ITS currently processes 100-150 requests/day. The link is available via the Help Desk web page (http://helpdesk.calpoly.edu).

Future additions include: integrating site licensing, training, software and database modifications, etc., as well as links to self-help resources/solutions, customer satisfaction surveys, extension to other technical support groups, and enhanced reporting capabilities. Remedy makes it easy to report a problem or submit a request without knowing who supports what; allows one to submit or check on requests anytime; allows cutting and pasting of error messages and e-mails; and notifies the user and support group by e-mail. (The presentation is available on the web at http://docushare.calpoly.edu/dscgi/ds.py/View/Collection-191.)

Mason asked if there are plans to integrate Remedy with the portal. Yes, it will be a single click option on the portal page and uses directory authentication. Mason asked what the mechanism is for notifying campus constituents? ITS is starting with the computing committees. Other methods include e-mail notifications to users regarding their requests, a Cal Poly Report article and flyer, and meetings with Management Staff and Deans Council in November.

How long is information retained? At least two years. What are the reporting capabilities? There are 100 canned reports and various options available, but it is not as easy as it should be. A class for support staff is being developed. Cal Poly is the first CSU campus to get this rolling. Members can contact Smidt for more information. Mason said ITS has done a great job in seeking feedback from non-ITS support staff. It is a collaborative effort that is really meeting user needs.

8. Wrap-Up – The next meeting is 11/19. The schedule for the remainder of the academic year is: 12/3, 1/7/02, 1/28, 2/25, 3/18, 4/8, and 5/6. All will be held in 33-285 unless otherwise noted. May ask subgroups to work on particular issues.

Submitted by Mary Shaffer