

University Technology Advisory Committee

Western Oregon University

Meeting Agenda and Notes Document

[Zoom Link](#)

Committee Attendees: Tom Litterer , Chelle Batchelor , Kella Helyer , Camila Gabaldón , Adeya Powell , Jennifer Hansen, Alexis Morrison , Brady Parksion , Kristen Pratt,

[Membership Roster](#)

Guests: Michael Ellis, Joanie Kinnaman, Alexis Morrison, John Rushing

Notetaker: Chelle/Amy/Tom

Agenda

Introductions / Updates

- Introductions
- Update - committee membership
 - Staff senate
 - Faculty senate
 - ODS

Old Business

Accessibility Policy Subcommittee Update (Chelle) - 10min

- Subcommittee has developed draft policy
- Meet 5 subsequent meetings between now and February retreat - will bring draft policy to the retreat on February 21st for consideration.

Banner Optimization Update (Tom) - 10min

- Asana: Phase 1 w/ SIG, Limited duration employees
- Available funding

- Project Manager on contract:
- Phase 1 underway
- SIG initiation calls and surveys underway. Engagements scheduled.
- Limited duration employees need to be hired; money needs to be spent this year; not sure whether it will roll over to next year
- Consulting hours are available and Financial Aid has a need; Kella to reach out to HR (Desiree) and project manager (Michael).
- IR has a project to redo how we collect and store data, and possibly build out a schema. They may need bodies and help in doing that. Next steps: Adeya to talk with Gabe, describe the type of consultant they will need. Goal: IR to have easy access to the data, then take over data reporting

New Business

Identity and Access Management (Michael) - 30min

- IAM is rules, conditions, and roles. You have a Google account, active directory account, and (another account) that are all linked together so they function like one. Two of those are onsite and one is not (Google). This can create issues with so many things done in the cloud. The services we use it to access are all in the cloud, such as Canvas, Wolfweb, Degreetracks.
- Banner Optimization is the perfect opportunity to modernize, optimize and standardize. Michael / UCS have been moving services to the cloud.
- IAM is login. Portal login > Username & password > local authentication > Portal > other apps.
- IAM would allow us to log into services in the cloud without local authentication.
- Two products - Microsoft (active directory); OKTA - industry leader, SOU has it, EOU has it. They are a big player in the space. Yearly cost - between \$50k-\$75k. Not cheap, but it literally does everything. Microsoft would require more components. Is it better to buy a more expensive solution that is all in one, or less expensively put a bunch of pieces together?
- UCS is deciding what to do with portal and wolfweb
- Option - when you log into portal, you would have four or five tiles and a link that goes back to the old portal to access old apps.
- Ellucian experience would have links to wolfweb and single signon applications
 - It would be nice to see mockups side by side
 - We need to make sure the student experience is seamless, and they can get to the stuff they need fastest
 - Could have the most pertinent apps (based on role) on the main page, and another page with the rest of the apps
 - Ability for the user to customize it would be helpful, so students can choose their own apps that they think are most important
 - Needs to play nicely with outside tools like Handshake
 - Either MS or OKTA will have prebuilt applications

- Would we need to increase our Microsoft level? Okta provides a portal plus connection to Banner and can create & remove students and employees. Microsoft doesn't have that piece, so it is a middle piece we would need to purchase. Tighten the licensing and get the lowest possible cost.
- Important: customize by role; fewer clicks to access what you need. Tools should be automated (for example when HR creates an employee, they immediately get access to the tools they need)
- Okta provides the highly customizable portal system, dedicated support, if Google changes how they do single signon, okta will make that update. Prebuilt connections for larger sets. They are provisioning our usernames and passwords in the cloud to the local active directory and google. An automation tool like Okta, all of the manual processes that currently happen when an employee is created, or student is created, or deactivated would be automated.
- We will lose some of the customization capabilities with okta or microsoft. Ellucian experience is more customizable. Building tiles with data that comes from Banner.
- Future meeting - invite Gabe as well, look at the IAM portal and Ellucian Experience portal.

Software Procurement (Tom) - 30min

- Demonstration - how software is tracked
 - UCS has a new helpdesk and inventory system, KACE
 - The system can show how many instances of a particular software are installed
 - Shows how often software is utilized, so we can monitor unused software and look at discontinuing it
 - Also keeps inventory of everything installed on the computer; and you can search for a software and see how often it is installed
 - Produces live reports
 - They can also create labels, for example label computers as lab computers vs. employee computers
 - For Banner optimization, KACE is one of the projects that is connected to that, as is the IAM project. Implementation and purchase price is included in the banner optimization funds.
 - KACE does not provide information about what the software is used for, but there could be a front facing end-user page that people could look at, to find software they could use if we already have it, rather than putting in a purchase request
 - KACE will modernize UCS
 - As long as UCS knows someone purchased the software, which they should because the Business Office would alert them, UCS can monitor what is being used
 - Whentowork tripled the charge for UCS, they looked at what they would use, what they thought of each one.

- They watch for duplicative software as a manual process. When there is a new software being purchased, they will send it through Michael Ellis who will do a cyber audit to make sure it is secure.
- The Registrar is our FERPA compliance officer and is not included in the procurement process.
- Cyber audit - sometimes quick and easy, and sometimes a massive process.
- Accessibility - what do we do to test to see if it is accessible? - No, we don't do anything. As we put together our accessibility policy, it could be that similar to sending security stuff to Michael, maybe we send an accessibility assessment to DAS
- Could there be a matrix that includes all the checks a software needs to go through, including FERPA, Accessibility, Cyber Audit, etc. People could include information in the rubric
- Process – any questions about the process?
- Question from UTAC - how is WOU ensuring the software we purchase is: 1) accessible 2) non-duplicative? 3) secure

Standing Agenda Items

- Security & Access: Group that is currently working on this would continue that work and report to UTAC in January. - **(5-10 min: check-in, updates from this group?)**
 - Looking at Job Classifications and trying to come up with access packages, then to right size those access categories
 - Forms in banner, functions in wolfweb, exceptions in degreetracks. Roles of faculty and staff and the access they need to student and financial systems.
 - Note: Okta has group management functionality; it would automate approval for access to banner by recognizing the person's qualifications, adding them to the okta group
 - KACE also has a request tool function with an approval process with sub-approvers;
- Policy on Information Technology Accessibility (Campus Technology Accessibility Steering Committee) - **see old business above**
- Software evaluation, approval, decision making: invite individuals from procurement to share their process/requirements, UCS regarding their review process, other outside experts to help us build a full picture of the process. - **see new business above**

Zoom Summary

Meeting summary for UTAC February Retreat (01/10/2025)

Quick recap

The committee membership process was updated, and the Accessibility Policy Subcommittee was introduced, with plans to develop a policy for the University. The team also discussed various projects, including the Banner Optimization project, the work study project, the data collection and storage project, and the potential migration to Octa or Microsoft for their IAM system. Lastly, the team discussed the software tracking and procurement process, the need for a more formal process for software requests, and the upcoming retreat to discuss the accessibility portal, the Eleusian experience, and software procurement.

Next steps

- Tom and Michael to further investigate Octa and Microsoft options for identity and access management.
- Accessibility Subcommittee to prepare a draft accessibility policy for review at the February retreat.
- Tom to provide Banner optimization updates for review before the February retreat.
- Tri-chairs to send out preparatory materials before the February retreat.

- John to continue setting up and implementing the Case software for inventory management and software tracking.
 - Amy and the Security and Access group to continue working on streamlining access management processes and report back at a future meeting.
 - Tom to explore how Case could be used for automating software access requests and approvals.
 - Chelle to arrange catering for the February retreat.
 - Chelle to create a subcommittee folder in the drive for the Security and Access group.
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Summary

UTAC Updates and Accessibility Policy

Chelle updated the committee membership process, mentioning that Faculty Senate and Staff Senate are in the decision-making phase. She also announced that the Office of Disability Services is seeking a new member. Chelle then introduced the Accessibility Policy Subcommittee, which is developing a policy for the University. The subcommittee plans to meet five times before the next UTAC meeting to finalize a draft policy. Tom, co-chair of the subcommittee, expressed optimism about the project and mentioned that they are looking at policies from other universities for reference. Tom also provided an update on the Banner Optimization project, highlighting that they have started project management and have a project manager on contract from Oregon State. He mentioned that they are working on phase one of the project, with financial aid and HR already involved. Tom also discussed the spending plan for the project, noting that they have spent \$84,000 out of the \$892,000 available by the end of the fiscal year. Kella proposed connecting their work study project between financial aid and payroll, suggesting that they could use the remaining hours from HR's funding options. Tom agreed to this and suggested that Kella reach out to Desiree and the project manager for further discussion. Adeya proposed a project to redo how they collect and store data, possibly building out a schema within the IR schema. Tom suggested that Adeya work with Gabe to describe the consultant they would need for this project, and then they could approach Sig for available consultants.

IAM System Modernization and Challenges

Michael, the Identity and Access Management (IAM) representative, discussed the challenges of managing multiple accounts and the need for modernization. He highlighted the issues of inconsistent power and internet at the Western center, which affects cloud-based systems. Michael explained the current system, where users log in through the portal to access various apps, and the proposed solution of moving to a web-based IAM system. He mentioned that the Western website has already been successfully moved to AWS, and the focus now is on moving the portal and login process to the cloud. Two products, one provided by Microsoft, are being evaluated for this transition.

IAM System Migration Discussion

In the meeting, Michael discussed the potential migration to Octa or Microsoft for their IAM system, highlighting the pros and cons of each option. He demonstrated a live demo of the Microsoft portal and discussed the possibility of landing on a simplified web page or the illusion experience. Kella, Camila, and Amy expressed their preference for a simplified landing page with fewer clicks. Michael explained that Octa provides a customizable portal, dedicated support, and automated updates, while Microsoft offers pre-built integrations and support. He also mentioned that both options would require retraining for the campus login process. The team agreed to further discuss the pros and cons of each option and consider the implications of the illusion experience.

Software Tracking and Help Desk Demo

Tom led a demonstration on how they track existing software on campus computers and discussed the current software procurement processes. John then presented a live demo of a new help desk system and inventory system, Case, which they recently purchased. He explained how the system monitors software installed on computers, tracks usage, and identifies vulnerabilities. John also showed how the system can be accessed from the device itself, and how reports can be generated to track software usage. The team is currently in the process of implementing the system and working with the vendor to set up features.

Software Tracking and Procurement Process

The team discussed the software tracking and procurement process. They clarified that the software tracking system, Case, can identify which software is being used on campus and how heavily it is being used, but it doesn't provide detailed descriptions of the software's purpose. The team also discussed the manual process of vetting new software for security and privacy, with Michael Ellis leading this process. Amy raised concerns about the procurement process, particularly regarding the review of contracts involving student information and compliance with FERPA. The team agreed to continue refining their procurement processes to ensure early review and compliance with relevant regulations.

Software Procurement and Access Management

The team discussed the software procurement process, with a focus on accessibility and security. They considered the possibility of a rubric for assessing software requests, which could include information on security and accessibility. The team also discussed the need for a more formal process for software requests, potentially involving a rubric and initial data from the company. The team also touched on the topic of identity access management, with Michael explaining how it works and how it could be automated. The team also discussed the need for a more streamlined access management process, potentially using Octa or Microsoft. The team also discussed the possibility of using Case for approval processes and requests.

Subcommittee Progress and Future Plans

In the meeting, Chelle, Amy, Tom, and Kella discussed the progress and future plans of their group, which is a subcommittee of Utac. They discussed the potential of Octa and Keats to automate some of their manual processes. Amy clarified that the group is not an official subcommittee but a group of approvers who discuss the process and appropriate levels of access for different roles on campus. Chelle suggested creating a lightweight subcommittee folder in the drive for centralizing their work. They also discussed the upcoming retreat, which will be face-to-face and will include discussions on the accessibility portal, the Eleusian experience, and software procurement. The group also emphasized the importance of aligning with the strategic plan and eliminating paper processes. Kella was welcomed to the group and encouraged to prepare for the retreat if necessary.