

Provost Employee Communication Council Meeting
June 9, 2009 – Newcomb Hall, Room 389

Those in attendance: Anne Zooke, Darlene Branch, Iva Gillett, Barbara Graves, Rob Schuett, Ginny Kois, Jocelyn Olson, Kirsten Hilliard, Peggy Ehrenberg, Jean Varner, Delores Roberts, Dawn Brennan, Laura Sprung, Beth Reinhard, and John Teahan.

OPEN SESSION

Guest speaker: Mike McPherson, Associate Vice President and Deputy Chief Information Officer
Mr. McPherson gave us an informal overview of the many on-going projects that he oversees.

IT Administrative and Academic Activity

Final stages of implementing the student system project, ITC ISDS integration effort, Collab, payment system, and transition to long-term maintenance program are some of the current projects. Another transition project is the implementation of the governance for the on-going maintenance.

Transition of the ITC Help Desk

Beginning in August, the ITC Help Desk is being outsourced to an external organization, PerceptIS, for better service and extended hours. The ITC Help Desk services to the U.Va. Community will ultimately include ITC, the Integrated System, and the new Student Information System.

SHANTI

SHANTI (Social Sciences, Humanities and the Arts Network of Technological Initiatives) promotes innovation in the humanities, social sciences and arts at the University of Virginia. U.Va. has been a leader in this area and the focus is to continue as a leader.

Computational Science

This effort is led by faculty and is going extremely well. ITC is currently looking at stimulus monies for a networking infrastructure effort and will be making recommendations for use of these funds. ITC is also looking at ways to deliver specialized software to students on their own computers without relying on the current computer lab model.

Questions and Answers

Home directory storage - does it make sense for the University to provide storage for students, faculty and staff?

The current Home Directory service is one of several storage services provided by ITC. We are looking at all storage services to determine what is the most efficient and effective combination of services.

Why is the Collaboration site and E-member site private and not public?

It is for site owners and members only and needs to remain confidential.

The current voicemail stinks. Are you going to do something about it?

We were not at all happy with transition of the new voicemail system, but the old Siemens system needed to be updated. It ran on very old computer hardware that is no longer manufactured and replacing parts was difficult and support for this system was no longer available. Siemens' newer voicemail product was marketed as a great system and promoted as an easy transition. However, once implemented, it quickly became apparent that a fundamental design element was challenged by U.Va.'s phone system and there were crashes in the system. The long-term plan is to move away from an old style phone system that requires a dedicated phone line. New phone technology works as a computer that does not require the technology of older phones. In addition, ITC is now looking at different voicemail systems that will support this newer technology for the future.

What will happen with the people at the ITC helpdesk staff and will those answering help desk calls in future be nationally based?

The call centers for PerceptIS are located in Cleveland, Ohio, and Phoenix, Arizona, and there is current talk of developing a call center in Virginia. The call center will be handling tier one type of calls. The ITC staff will answer tier two and tier three types of the questions. The new system will begin at the end of June. Because of this change, regular full-time employees are being relocated to new positions. ITC has recently revamped their website and provides a cleaner and better interface for employee use. PerceptIS will add 24/7 service from call centers and enhanced resources for self help that includes the website use.

How does receiving email from a Virginia.edu email become spam?

Until all U.Va. users are on an email system with end-to-end security (like Exchange), we will need to continue to do anti-spam filtering on internal (as well as external) email. Older email systems are vulnerable to address spoofing, which allows a spammer to send an email that appears to come from a legitimate U.Va. address.

How do you control or secure faculty from downloading material from Collab?

Central systems are in very good shape, but risk still lies in the downloaded material on faculty and staff laptops. This can be handled through a combination of education and regular scanning for sensitive information, and by reminding over and over to protect confidential information stored on a laptop. Individuals (that includes faculty and staff) are the main risk.

In an effort to go to paperless, our department is scanning documents to a flash drive. How do you keep the flash drive secure?

A document management system that the University secures and ensures back up is a better way to handle storage of electronic files.

CLOSED SESSION

April and May minutes have been approved.

Next month elections for new PECC Chair will be held. Those who will be rotating off of council need to have elections in their respective area.

Mr. Tim Garson, Executive Vice President and Provost, will be next month's guest speaker.