

Information Technology Advisory Committee
Meeting Minutes
February 11, 2021 1:00 – 2:30 p.m. (Online)

In Attendance: M. Becich, T. Hitter, J. Dahm, R. Gregerson, D. DeJong, S. Wisniewski, K. Bonner, J. Silverstein, A. Labrinidis, V. Chuah, A. Delitto, S. Gooden (for R. Rutenbar), K. Doty, J. Baldwin, B. Childers, C. Hoyt, P. Kroboth, S. Mitrzyk, H. Sastry, S. Sereika, M. Henderson (Chair), A. Hobaugh, C. Wertz, C. Burton, O. Green, D. Helfrich, J. Graham, B. Hart

Absent: A. Buxbaum, P. Rikstad, A. Wildermuth

Agenda sent to committee members on February 9. Copy available on the ITAC website:
<https://technology.pitt.edu/ITAC>.

Henderson welcomed the participants to the second meeting of the ITAC, reminding that the purpose of the committee is for the University community to advise the CIO and Pitt community on matters of concern relating to IT, and to provide advice on proposed IT priorities, policies, and related matters.

Henderson introduced new Chief Information Security Officer Ollie Green, replacing Joel Garmon who has retired from the University. Green expressed pleasure at beginning his work with the University and looks forward to becoming acquainted with ITAC members in the coming weeks.

➤ **Meta Mesh**

Enterprise Architect Jay Graham gave a presentation on the Meta Mesh Every1Online initiative. Meta Mesh is a nonprofit Internet Service Provider whose aim is to provide community wireless networks in Pittsburgh and around the world at little or no cost to break down the digital divide. Pitt, CMU, Penn State, and the KINBER (kinber.org) statewide network are working with Meta Mesh to initially provide service in three underserved communities in the Pittsburgh area: Homewood (Pittsburgh), New Kensington, and Coraopolis. Pitt's support includes installation of wireless antennas atop the Cathedral of Learning and the connection to the KINBER network. Within the target communities, wireless equipment will be installed in key locations, then equipment will be installed in homes to access the network and Internet.

Questions were raised about how the target communities were selected. Selections were made prior to Pitt's involvement, but the University will have input into later selections. Henderson observed that this project is part of Pitt IT's mission to serve the community and region in support of the Plan for Pitt and the Vision for Pitt IT. Several committee members observed that this project could serve as a launch point for other community-based initiatives such as telemedicine with opportunities limited only by the imagination.

Additional details of the Meta Mesh Every1Online Pittsburgh project are available in Graham's presentation posted to the ITAC website (technology.pitt.edu/ITAC) under the February 11 meeting.

➤ **One IT Initiative**

The goal of the One IT Initiative is to enhance services across the University by integrating unit-based IT staffs with Pitt IT. Henderson pointed out that the initial Pitt IT merger between the former CSSD and FIS units resulted in \$1.7 million in initial cost savings. While these savings were used for COVID-related expenses, they provided the ability to absorb these new and additional challenges. The merger was successful, and Henderson looks forward to effective partnerships across the University, observing that 6-9 more integrations are in process.

Sastri echoed Henderson's comment on the success of the formation of Pitt IT, observing that effective dialog is critical to resolving issues quickly. One IT allows the CFO's area to focus on its mission.

➤ **Pitt Worx – Oracle HCM Cloud**

Dwight Helfrich, Pitt IT Executive Director for Enterprise Applications, provided an update on the new Pitt Worx system that went live on January 4, 2021. The result of a partnership among the Office of Human Resources, Payroll, Pitt IT, and Deloitte Consulting, Pitt Worx represents the final phase of a three-year project to replace the former PRISM system with a new cloud-based application (Oracle Human Capital Management). In addition to a modern look, mobile device support, and improved user-friendliness, Pitt Worx includes a full suite of integrated applications for human resources, payroll, time and attendance, and benefits. Reduction and replacement of manual and paper processes and expanded employee self-service capabilities are among the key benefits of the system.

Many favorable comments were made by members. Questions primarily arose about communicating the transition with the Schools of the Health Sciences. Members indicated that while they received information about the change, it was not clear that they would have to personally use the new system to access personal information. In addition, communication strategies that work well generally across the University may need to be adjusted to be effective for the health sciences. DeJong indicated that there is a "network of champions" who are responsible for assisting schools and departments. Helfrich indicated that the team would seriously consider this feedback and work to improve communications regarding enterprise systems changes moving forward.

Additional Pitt Worx details are available in Helfrich's presentation posted to the ITAC website (technology.pitt.edu/ITAC) under the February 11 meeting.

➤ **Deeper Involvement of University IT with Health Sciences**

Deputy CIO Adam Hobaugh and Henderson updates on efforts in this area

- **Software License Fee Disparities:** Researchers at the University paid very low rates for software such as SPSS, while colleagues at UPMC were charged much higher commercial rates. UPMC and the University worked to resolve this discrepancy to the benefit of all faculty users. Working with other vendors to resolve similar issues.
- Pitt IT and UPMC are working together on federated access to better integrate systems so that Health Sciences faculty have simplified access to needed systems provided by both institutions.

- Eduroam Implementation – allows people with UPMC or Pitt accounts to access wireless services across both institutions.
- New Assistant Vice Chancellor/Deputy CIO for the Health Sciences – joint report to the Senior Vice Chancellor for the Health Sciences and Henderson will help to focus University IT resources, policies, and strategies to the Schools of the Health Sciences as well as making Health Sciences priorities more fully understood.

➤ **Policy Revision Charters**

Wertz reported that the policy committee charters to update the University Computer Access and Use Policy AO 10 and University Network Policy AO 38 are now with the Operations Council and the President of the University Senate for review. Next steps are to incorporate feedback and circulate to the Chancellor’s Senior Staff for review and then to the Chancellor for approval. Once approved, the committees for each policy will be formed and work to revise the policies can begin.

➤ **ITAC Subcommittees**

Hart presented slides showing suggestions and appointments for each of the two new ITAC Subcommittees: Data Governance and Information Security. Chad Burton will serve as Pitt IT Liaison to the Data Governance Subcommittee. Ollie Green will serve as liaison to the Information Security Subcommittee. Meetings for both subcommittees will be scheduled soon.

➤ **Q & A**

Henderson invited discussion from the members on the content of future meetings. Suggestions include:

- Access to data and dashboards on IT network, systems, and services to help members better understand operations and scale. Ithealth.pitt.edu dashboard is currently available. Link to be added to ITAC website.
- Plans for upcoming changes such as modernizing the Network Operations Center, other infrastructure, and operations. This will enable the committee to provide input and advice.
- Discuss IT strategic priorities for budget funding.
- Future of campus computing labs/re-imagining lab spaces to meet changing needs.
- Changes resulting from the pandemic, such as “hoteling space” or shared space for those using University space occasionally, PPE, rethinking campus computing labs, virtual desktops for remote access, Chromebook devices, plans for hybrid and online classrooms. Henderson observed Pitt IT is committed to reducing its utilization of University space by 50 percent.
- Research – ways to share expertise and systems across the research enterprise.
- UPMC/Pitt – ways to share resources across domains.

Next Meeting

Thursday, May 13, 1:00 – 2:30 p.m.

Action Items

- Schedule subcommittee meetings.
- Distribute and post link to IThealth.pitt.edu service dashboard on ITAC website.

Adjournment

Meeting adjourned at 2:30 p.m.