

Advisory Committee for Information Technology

Meeting Notes

MEETING DATE: 3/21/12

TIME: 1:30-3:00PM

LOCATION: 212 KERR HALL

ATTENDEES

M. Doyle, V. Steel, M. Kerschen, B. Duisenberg, M. Leduc (via phone), M. McCue, P. McMillan, J. McFarland, A. Hesse, S. Matthews, D. Lewis, E. Mitchell, J. Phillips, J. Roeth, D. Sonnenberg, G. Gaither, M. Whittingham, M. Edmonds, D. Hartline, T. Lawson, M. Paxton

GUESTS

Linda Beaston, Laurie Eppler and Mark Cianca (via phone), Steve Kennedy

Google Privacy Group [J. Roeth/L. Beaston]

Google's recent change to policy at the beginning of March prompted the question of how ITS is to best manage these types of changes. Though changes didn't impact contract terms, apps outside of the core apps (i.e. Picassa, Blogger) if turned off have different terms of service. The recent situation in which Slugmail users were required to say "yes" to accepting the application was simply a backend change that enabled an application necessary for students.

Janine solicited feedback on how policy changes impact the divisions and what would be helpful in the way they are managed in the future. Committee feedback included the following:

Any change, whether it's ours or Google's, has the potential of being disruptive. Rollouts should be thoroughly crash tested and investigated for potential pitfalls. They should be preceded with thorough and consistent communication, i.e. "it is okay to say "yes" to accepting an application". Users should have a sense of context. Communication should come from a consistent and trusted source.

Maintain a web site dedicated to informing users of what is legitimate and what isn't.

Summarize contract: high points, terms of core apps, what is legitimate, apps that are with or within contract, etc.

Google Update [S. Kennedy]

Phase 1 (email migration) is complete. Calendar migration pre-work is underway. Sub team focused on client impact will reach out to power users, with three levels of training, beginning in late April. Migration will begin in the summer.

Oracle data will be archived as "view only" for a time. Length of time will be determined by the software capability.

Please refer to handout Steve provided for further detail (pg. 3 and 4 of this document).

Google Users Community [M. Kerschen]

Maria is facilitating a Google users group to look at app functionality/capability and tech tips to increase efficiency, i.e. use Google groups to retire file server. All divisions are welcome. Department managers will meet twice per month through June/July. It will be opened up to a larger group in summer.

UCPath Update [L. Eppler/M. Cianca]

UCPath project managers came for an all-day visit on Mar. 16, kicked off by Peggy Delaney, Christina Valentino and Mary Doyle. The group met with Assistant Deans and business officers, discussions focusing on impact to UCSC, cost and IT impact. They then met with the steering committee functional reps and technical team to discuss work streams, system design, functional work and UCPath center. A list was compiled of issues unique to UCSC (9-10 key areas) and assumptions going in as far as timeline, etc. They discussed the three dimensions to info retrieval: 1) direct access to PeopleSoft screens (record level), 2) HR analytical tool creating dashboard reports and delivered reports and 3) data feed to push out to campus for daily use.

Due to the large scope of interfaces (1,100) discovered last fall and how they are going to be accommodated, the go-live date has been extended to July 1, 2013.

For further detail, see below links.

The UCOP biweekly status reports are located here:
http://ucpath.ucsc.edu/about/status_reports/index.html

The UCOP biweekly newsletters are located here:
http://ucpath.ucsc.edu/about/status_reports/progress_reports/index.html

March 2nd Forum Debrief [M. Doyle]

Notes for Mar. 2nd forum session will be available online soon.

| ACTION ITEMS | ASSIGNED TO | DELIVER BY |
|--------------|-------------|------------|
| -- | | |

Next meeting: Wednesday, April 18 1:30-3PM 212 Kerr Hall

Google Apps ACIT Report

03/21/2012

1 Google Apps Email Phase Complete

- Phase Closure to Steering on March 29
- All faculty, staff and students migrated
- Google managing messaging (MX)
- Groups Implemented

2 Google Apps Infrastructure Retirement Phase

- Jane Nyberg, email service manager leading this phase
- Operational accounts to be migrated (mail only, Moira Lists, Functional Accounts, etc)
- CGPRO and storage systems to be retired

3 Google Calendar Phase

- Implementation Team Leads Identified
Project Mgr: Steve Kennedy
Training and Communication Lead: Lisa Bono
Support Lead: Amy Hyler-Essig
Technical Lead: Troy Wright
***New - Client Impact Lead:** Michael Pratt
Technical Advisors: Eric Goodman, Carol Jordan, Vicki Davis, Jane Nyberg, Peter McMillan, Dave Klein
3rd Party Technical and Operational Consulting: SADA Systems, UCB Managed consultants
- Issue: **Desktop Client Replacement** - none of the popular desktop calendar clients such as Apple iCal, Outlook or Thunderbird Lightning will be fully capable compared to the Oracle Calendar desktop client.
 - Oracle Calendar will be retired and the desktop client is retired with it
 - Third party desktop clients cannot schedule resources – this is the big issue
 - For normal access, free/busy, confirming attendance, contact sync-ing, third party clients and mobile devices are useful additions to the service and we will provide configuration information and tips and clues on use but we will not support them like we do email clients or the Oracle Desktop Client.
- Team Kickoff this week

4 Calendar Pework on Resource Naming: Examples

Renaming Calendar Resources/Rooms

We will use the following sequence: <building name> - <room number> - <room name> - <unit>.

We do not have all room capacities, but where we do, we will build that into the resource description.

Here are a few examples:

| <u>Current resource name:</u> | <u>New resource name</u> |
|-------------------------------|----------------------------------|
| 2300 Delaware A138: ITS | 2300Delaware-A138-ITS |
| 9V10 Dining Hall.Bojwani Room | College910-DiningHall-Bojwani-Rm |

As you can see, not much is changing. In some cases, the resource name will be called just Kerr-212 or Kerr-61. Not all the resource names will have a long sequence of information. Here are some more examples:
College10-Bldg5-C10-Lounge
College8-201

Biomolecular-Engineering-Solid
CrownMerrill-CommunityRm

5 Calendar Data Considerations

5.1 Items which can be moved

Personal Calendars

- **99.9% of meetings** in Oracle (from 2008) through the present and into the future will be moved if they were scheduled by active CruzTime users.
 - Title
 - Description
 - Date
 - time
 - Attendees
- **Resources** that can be chosen when scheduling a meeting will be move over as well. Meetings booked using those resources will continue to be booked in Google.
- **Daily Events** (which will show up as "All Day" Events in Gcal at the top of the screen, not at the bottom)
- **Access Controls** which allow a "designate" to manage another persons calendar.
- **View rights** to individual meetings if the Oracle calendar default settings provided an individual more than free/busy information
- **Group Calendars:** group calendars (which have their own login) will be transferred to Google as "secondary" calendars. They will be associated with whatever name we can find in the description we see in Oracle.

5.2 Items which can be moved, but will look or behave differently

- **Repeating Meetings** can be moved over. However, meetings in the past will no longer be considered part of the series (each becomes an independent non-connected meeting). Future Events remain as part of the series, but when you click on one, you will get a message that this has been changed from the original. The data migrates in some unexpected ways (the "When" field in Gcal sometimes has just one occurrence listed and sometimes all occurrences).
- **Daily Notes and Daily Events** in Oracle do not have a direct corollary, so we are converting them to Google "All Day Events"

5.3 Items which can not be moved

- Attachments added to meetings in Oracle.
- Contacts and collections of contacts (groups) used to easily schedule meetings. Alternately we can use the Google contacts link to upload your Mail contacts or add new ones directly into the program and create groups.
- Tasks (there is an individual task capability in Gcal, but it can not be shared with anyone. Tasks can be re-created in Gmail, assigned a date, and be displayed in Gcal.
- Personal meeting notes, e.g., when someone replies to an oracle meeting invitation, a note can be added.

5.4 Capabilities we will gain

- Great mobile support for devices like iPhone, Android, Blackberry, Windows Moble, etc
- Integration with Gmail (calendar widgets can be located in the left side panel, meeting invitations can be done within Gmail, etc)
- Interoperability with other standards based systems so meeting invitations generated by email can be accepted in the email - which also conveniently has your agenda for the day, making it easier to know if you can accept new events.