



# UNIVERSITY of WISCONSIN - EAU CLAIRE

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University Senate Technology Committee  
November 12, 2019, 9:00-9:50 am  
CETL East End

Present: Ellen Mahaffy (A&S), Bob Stowe (COEHS), Andy Hanson (NHS), Chip Eckhardt (LTS), Eric Stevens (LTS), David Nesvacil (CoB), Robin Miller (Library), Kate Kim (CoB)  
Absent: Dan Schumacher (COEHS), Joe Murphy (Student Senate)

Meeting convened at 9:00 am.

**1. Approval of October 9, 2019 meeting minutes** (see attached)  
Minutes Approved

**2. Updates from LTS** (Craig Mey)

Lots of projects over the summer  
Some staff burnout because of the massive workload over the summer  
Partnering with UW-Barron took several hundreds of hours of IT time (Campus Solutions-CampS, infrastructure at Barron needed to be redone, replaced old computers at Barron)  
UW-System mandating multiple security products and training (4 CISCO products, Duo for MFA, new System Policies)  
New VCs had initiatives that they needed help with  
Transition to Canvas  
Emergency Notification moved to LTS  
Gaining multiple off-campus buildings  
PCI Compliance (~100 stations needed to be replaced/upgraded)  
Classroom updates  
Distance Education rooms (for Barron)  
Trained River Falls on process improvement/eforms  
Sustainable printing initiative from 2nd floor  
In SharePoint (insider.uwec.edu) you can see LTS projects by going to "LTS"  
Publishing Key Performance Indicator  
Staffing Retention indicator  
Satisfaction indicator  
2016 -13.1 ave. years of service  
2017- 13.5 ave. years of service  
2019 -15.05 ave. years of service

LTS was charged with planning for IR this summer to become a part of LTS. LTS spent many hours in researching and planning for this. But last week it was decided IR will NOT be a part of LTS. Various departments have been collecting data in silos for years and sending to IR. But not sure if IR is analyzing. IR does not have enough capacity. Is there a plan in IR?  
JAMF has a commercial product that delivers a dashboard for them to operate more efficiently. What is a student profile for a department? Spent months trying to track down where to get the information. This is a higher-ed issue nation-wide

LTS will have two staff report to UW-System Shared Services (waited for two months to hear System wanted to do this. So we will have to replace two current staff)

**3. Software Support Fee**  
Chargeback system.

*Excellence. Our measure, our motto, our goal.*

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Where LTS tracks software used across campus \$345K/year Costs have exceeded this (over \$350K)  
Amount was frozen.

Software costs going up.

Getting System unfunded mandates (Duo, CISCO, etc.)

Want to use this group to advise on what to drop or what to replace products with.

Could this be tied to a mandatory laptop campus?

Need to consider students' needs

Committee wants to see a list of the software (Craig Mey will send to Ellen)

#### **4. Barron Update**

For now they are just observing

They have been satisfied with the technology work that has been done to help them

Want more help with distance ed rooms

Like their Blue Hills classroom

Faculty do not have any idea of what data is available in our data warehouse

#### **5. Centralized Printing** (Craig Ernst)

Going through process to migrate to PaperCut over a year ago

Started in Housing

Now rolling out to campus

Pushing back the roll out to make sure we have everything in place and bugs are worked out

Printing Services hired a 60% temporary position to help

In January do multiple building (including HSS (rest are non-academic departments))

Already in the Pablo Center for Theater

Details in SharePoint. IMC sent out two emails on the project

Uwec.ly/followme (<https://www.uwec.edu/kb/article/services-followme-multifuction-devices/>)

#### **6. Other Business**

Mandatory laptop campus

Craig Ernst looked at how Stout did their laptop campus. Very complicated. It will take years

We will talk about this at future meetings

Submitted by,

Chip Eckart