US:IT CIO Open Forum

University of Maine System

Follow this and additional works at: https://digitalcommons.library.umaine.edu/univ_publications

Part of the Higher Education Commons, and the History Commons

This Other is brought to you for free and open access by DigitalCommons@UMaine. It has been accepted for inclusion in General University of Maine Publications by an authorized administrator of DigitalCommons@UMaine. For more information, please contact um.library.technical.services@maine.edu.
US:IT CIO Open Forum
April 24, 2019
3 - 4 p.m.

NOTES

As of early 2019, which LMS has the LARGEST US Market Share? A poll of Forum attendees indicated Bb as the winner. Actual winner was Canvas, which beat Bb by 2 clients.

Updates

CS 9.2 Upgrade (Tiff Maiuri)
Tiff provided an update on the CS 9.2 upgrade project. She indicated things are still on track for go-live in early June 2019. The project continues to run smoothly with only a few surprises. User Acceptance Testing is now underway with about 200 participants. The Mainestreet Portal upgrade will take place this weekend. Final communications and training materials are currently being developed. Tiff shared the activities completed since the last update, along with an early look at UAT results and upcoming milestones.

David and Tiff both extended kudos to all involved in the project.

Academic Partnerships (David Demers)
David provided a brief recap and a review of the working project timeline. Recent tasks accomplished for USM, UMFK and UMPI programs were shared. David indicated that more programs will be added as early as the second fall session, but possibly not until the next spring term. The team is working through some subterm issues. Testing is taking place in the CS 9.0 Sandbox and will be replicated in 9.2 when that is ready. Work continues on standardizing applications for admissions on the three campuses with a future goal of using ApplyMaine for all. Upcoming tasks and next steps were reviewed. David shared that the Board of Trustees is pushing hard to get as many programs as possible added to make the partnership viable.

LMS RFP (John Brown)
John Brown provided an update on the LMS RFP, which is sponsored by the Education Technology Advisory Committee (ETAC). He reviewed the aggressive timeline indicating that the RFP was published as of Apr 1 with the implementation of the transition plans expected for Fall 2019-Summer 2020. Video Scenarios were requested from the vendors before the actual deadline for full responses on Apr 30. This provides an additional opportunity for evaluation and input before the vendor live demos. The videos can be viewed on etac.maine.edu with feedback collected via survey. Responses were received from Bb - Learn Ultra, Instructure - Canvas, and Desire2Learn - Brightspace.
David encouraged folks to take a look at the site and provide feedback.

**Strategic Plan (David Demers)**

David shared a brief update on the Strategic Plan. Some adjustments have been made to streamline objectives. Submitted activities are being reviewed, approved and moved from Airtable to Smartsheet to track progress. Smartsheet sends automated requests for updates via email to responsible parties. Progress can be viewed at anytime on the [US:IT Strategic Plan Dashboard](#).

**Transition Planning (David Demers)**

David provided some additional information on recent changes that have provided a realignment opportunity. He placed emphasis on the fact that the plan is evolving and work continues with the Leadership Team and IT directors. Additional details will be shared when the plan is finalized.

In summary:

- The Project Management Office (PMO) will been expanded to IT Projects and Professional Services. SAs will transition here sometime in the future when other processes are in place.
- Some modest changes will take place in CES to reflect ERP Development and Web & Integration Technologies.
- CABS will transition to Service Delivery & Support and will include Service Management, SMEs and SSAs. SAs will remain until SMEs are in place.
- Operations team will be established to include Budget, IT Purchasing, Asset Mgmt and will include UMA support, with Lauren Dubois as the lead.
- Academic & Research Computing team expected to be added by the new FY. This will include DARTS, ACG and Classroom Technology.

David also placed emphasis on the fact that this is strictly a realignment with no jobs lost.

**Kudos - Acknowledgements**

David shared a message thanks received from the Maine Sustainability and Water Conference at Augusta Civic Center. Support was provided at the event by Paul Philbrick, Rob Sobczak and Joe Doucette.

**Reminder**

A Celebration of Life for Gary Lagasse will take place on Fri, May 3 from 3-5 p.m. at UMaine’s Buchanan Alumni House.
In 2018, Instructure Canvas officially surpassed Blackboard as the LMS with the most installations in the US

• Canvas – 28% (1,218)
• Blackboard – 28% (1,216)
• Moodle – 23%
• Brightspace – 12%
• Others – 9%
Agenda

• Project Updates
  • CS 9.2 Upgrade
  • Academic Partnerships
  • LMS RFP
  • Strategic Plan
  • Transition Planning (cont’d)

• Kudos

• Q&A
Project Updates

• MaineStreet Enhancements
  • Campus Solutions 9.2 Upgrade
  • Tiffany Maiuri
• Academic Partnerships
  • Independent firm which partners with public universities to facilitate sustainable online growth and promote student success
  • Provide up-front investment/capital and marketing to promote online programs on a national scale
  • Split tuition revenue (50:50) for approved online programs
• Working Project Timeline

**Planning**
- Launch planning
- Governance
- Resource Assessment
- Onsite Process Review

**Implementation and Execution**
- Building Marketing Assets
- Faculty Workshops
- Course Design
- Carousel Development
- Data Integration
- Administration Training
- Marketing Approval
- Academic Service Alignment
- Design Team Alignment

**Operation**
- Quality Review
- Faculty Support
- Admissions Support
- Retention Services

Timeline:
- **Launch**
  - Nov 00

- **Onsite Process Review**
  - Dec 01

- **Marketing Go Live**
  - Jan 02

- **Begin Classes**
  - Nov 12
Academic Partnerships Update

• Recent Tasks
  • Program/Session Codes
    • USM – Education Programs (GR)
      • TESOL-GR
      • SPED-GR
      • TLEAD-GR
    • UMFK – RN to BSN Nursing Program (UG)
    • UMPI – CBE Programs (UG)
    • Accounting
    • Liberal Studies
    • Business Management
Academic Partnerships Update

- **Recent Tasks**
  - Using Academic Shift field to track Sessions (subterms)
    - Subterm1
    - Subterm2
  - Currently testing in CS 9.0 Sandbox
  - Provide modifications to Applications for Admissions
    - USM – CollegeNet
    - UMFK – ApplyMaine
    - UMPI - YourPace
• Upcoming Tasks

Data Request – Phase 1 Admission File

- Demographic Info
- Applicant
- AP Program(s)
- Holds/Drop Balance
- Fin Aid
- SIS
  - Admissions
  - Registration
  - Invoice

Timing: Two weeks prior to Marketing Launch
• Upcoming Tasks

Data Request – Phase 2 Registration File

Timing: Two weeks prior to First Registration Start Date
• Upcoming Tasks

Data Request – Phase 3 Invoice & LMS

Timing: Two weeks prior to First Course Start Date
• Next Steps
  • Complete Testing of Modified Applications for Admissions
  • Finalize testing of Program Coding and Session Coding
  • Create initial Data Integration/Extract Files
    • Looking to establish reporting datamart with data provided to AP
Project Updates

• Learning Management System (LMS) RFP
  • ETAC Sponsoring
  • John Brown
US:IT Strategic Plan

• **Mission**
  - **US:IT** designs and supports technology solutions through a team of knowledgeable, dedicated professionals. Working within a structure of shared governance and data-driven decisions, we support the mission of the University of Maine System and its campuses

• **Vision**
  - **US:IT** strives to be a trusted partner by empowering our university communities with reliable and innovative solutions

• **Service Values- grounded on principles of:**
  - High Quality Service
  - Effective Communication
  - Collaboration
  - Empowerment
  - Professionalism
• Updated Strategic Plan
  • Streamline objectives
  • Allow for multiple teams to participate in objectives
  • Allow for adjustment of timelines for deliverables

• Updated Plan is available at:
  • [sites.google.com/maines.edu/usit-strategic-plan/data]
### US:IT Strategic Plan

**• Tracking Progress**

- ‘Approved’ Activities have been imported into Smartsheet
  - Tracking progress

---

<table>
<thead>
<tr>
<th>Category</th>
<th>US:IT Strategic Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1 - Service</td>
<td>$60,337</td>
</tr>
<tr>
<td></td>
<td>1.1. US:IT will increase E-Business capacity at MUSOC, providing services that improve customer service with high satisfaction for customers.</td>
</tr>
<tr>
<td></td>
<td>1.2. US:IT will ensure consistency in the scope and delivery of system-wide services.</td>
</tr>
<tr>
<td></td>
<td>1.3. US:IT will focus on enhancing technology solutions and utilize information security</td>
</tr>
<tr>
<td></td>
<td>1.4. US:IT will engage all the University community to assist in the culture of data-driven and transparent decision making.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category 2 - Communication</th>
<th>$576,650</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.1. US:IT will establish an environment that promotes transparency and collaboration.</td>
</tr>
<tr>
<td></td>
<td>2.3. US:IT will enhance a customer-centric communication focus.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category 3 - Collaboration</th>
<th>$576,650</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.1. US:IT will enhance active collaboration with colleagues to ensure alignment of IT activities with broader goals.</td>
</tr>
<tr>
<td></td>
<td>3.2. US:IT will support the implementation of new technologies that improve productivity.</td>
</tr>
<tr>
<td></td>
<td>3.3. US:IT will ensure that the University community is satisfied with the services provided.</td>
</tr>
<tr>
<td></td>
<td>3.4. US:IT will provide solutions designed to ensure engagement.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category 4 - Innovation</th>
<th>$13,600,000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.1. US:IT will drive ongoing innovation within the University of Maine.</td>
</tr>
<tr>
<td></td>
<td>4.2. US:IT will provide innovative, accessible solutions designed to meet the needs of the UMS community.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category 5 - Professional Development</th>
<th>$600,000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5.1. US:IT will attract and retain a highly skilled and diverse workforce.</td>
</tr>
<tr>
<td></td>
<td>5.2. US:IT will be an organization that develops and promotes employees.</td>
</tr>
<tr>
<td></td>
<td>5.3. US:IT will maintain an information base for IT professionals.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category 6 - Education</th>
<th>$0</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.1. US:IT will leverage all the University community to assist in the culture of data-driven and transparent decision making.</td>
</tr>
</tbody>
</table>

---

[Overview of US:IT Strategic Plan]

[US:IT Strategic Plan Table]

[Graph: US:IT Strategic Plan 2019]
US:IT Strategic Plan

- Tracking Progress
  - ‘Approved’ Activities have been imported into Smartsheet
    - Tracking progress
    - Dashboard: tinyurl.com/usit-sp2019
  - Collecting updates
  - Reporting
Transition Planning

• **Realignment Opportunity**

  • Continue to work with US:IT Leadership Team and Directors on realignment plan

  • The plan is evolving...additional details will be shared when finalized
• Maine Sustainability & Water Conference

• Held at August Civic Center – Supported by Paul Philbrick, Joe Duchette, Rob Sobczak

• “On behalf of everyone at the Mitchell Center and nearly 500 attendees, I’d like to express my sincere thanks for all of your help at last week’s Maine Sustainability & Water Conference... Wherever I went throughout the day, it was abundantly clear that you are a key component of the “glue” that holds the entire conference together. I really appreciate all your hard work, and the many ways you contributed to the success of the conference!”

• David D. Hart
  Director, Senator George J. Mitchell Center for Sustainability Solutions
  Professor, School of Biology and Ecology
Thank You

• Reminder
  • Gary Lagasse Celebration of Life Event

A CELEBRATION of Life

Gary Edward Lagasse

Friday, May 3, 2019
3-5 p.m.

Buchanan Alumni House
Grand Foyer
160 College Avenue
University of Maine, Orono

Honor me not by mourning my death, but by celebrating my life.