

## CCCCO System-wide Architecture Committee (SAC)

### Meeting Minutes

Tuesday, April 5, 2011

CISOA/Secure IT Conference Santa Clara California

**The meeting was called to order by Tim Calhoon at 7:08 am.**

**Attendees:** Rico Bianchi, Leigh Buchwald, Tim Calhoon, Doug Cremer, Catherine McKenzie, Wheeler North (by Confer), Micah Orloff (sitting in for Bill Doherty), Dale Pittman, John Wagstaff, Tom Wallace (by Confer), Andrew Chang, Bruce Racheter (staff), Caryn Jones (staff)

#### **Call to Order and Approval of the Minutes:**

Tim Calhoon called the meeting to order at 7:08am.

The minutes for the meeting of January 20, 2011, were approved unanimously.

#### **Upcoming Meeting Dates Vendors and Topics**

Tim introduced a discussion of setting the schedule for the next several meetings. The intent is to meet once a month or every six weeks, for 1-2 hours. This would allow time for one or two vendor presentations at each meeting.

Catherine suggested that perhaps SAC should take a leadership role in inviting CENIC participation in SAC and/or through more member participation and input to CENIC. On July 1, Tim will take Catherine's place on the CENIC Board and additionally, she will be stepping away from SAC. She felt that transition would be good time to strengthen the connection between CENIC and SAC. Tom has been providing updates on the work that CENIC has been doing, but it would be helpful for CENIC to have more input from all of the colleges on newer issues as they are coming out. CENIC solicited input in a survey recently, but unfortunately there was little response from the colleges. If the work that CENIC does is to be useful to the colleges, there must be more feedback on what the important issues are and what help the colleges really need. It would be beneficial if SAC, on behalf of TTAC, could take a more active role in bringing the CENIC representatives into the process. Planning for the future requires an awareness of what the needs are and what low cost options are available. John agreed that it would be a good idea to add the CENIC initiative to this committee. It would be beneficial to develop more cooperation and communication between SAC and CENIC. CENIC meets every other month or so, by phone or video conference, and then annually they have a joint meeting.

#### **Action Item:**

Invite CENIC members to begin attending the SAC meetings, beginning with the next meeting.

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The retreat originally planned for sometime in May, will not be occurring due to budget issues. There may be another in-person meeting later in the year.

The committee looked over the vendor list from the January 20, 2011 meeting to decide on the top priority items for the next several meetings. Several members agreed that having two to three vendors presentations for an integrated library system would be useful: KOHA, Endeavor and Innovate were suggested. Catherine explained that the library community has been moving toward more consolidation for awhile and programs that could help in that effort would be appreciated. Secondly, Blackboard Collaborate would be a presentation that would be beneficial due to the recent changes in their company. Finally, having some cloud-based vendors in to look at what they are offering especially in regard to back-ups was one that the committee agreed upon.

The committee decided that the 3<sup>rd</sup> Friday of each month from 1:30-3:30pm would be the best time for a standing meeting. So, the next two meetings are scheduled for Friday May 20, 2011 and Friday June 17, 2011.

Doug suggested that further work be done to develop the use of the Confluence wiki-space as a shared meeting space. Tim agreed that the wiki-space could be used more effectively. That space could be useful to SAC and allow for richer discourse if the use of the space was developed and materials and updates were posted there.

### **Update on Federated ID**

Tim Calhoon

A system-wide identity provider and a service provider, are two elements of the federation that are now up. Additionally, the system-wide accounts and the ability to create and edit accounts are set up. The matching logic for the accounts and the federated log-ins are set up and ready for testing. The next step is to set up the security audit. If there are any security issues, they will be found and dealt with. Rico asked about whether the security for federated id will apply to staff and faculty as well, and Tim confirmed that it will. This will mean that when a staff or faculty member leaves and is no longer employed by a college it will be possible to immediately have their access removed through the federated id process. It will provide for better security throughout the system. Additionally, the basic data base and application forms for Open CCCApply are set up and the next step is to connect those together to provide for input and functionality.

Finally, Tim is working on writing an RFP for a system-wide help desk. He discussed and demonstrated one possible vendor which might be used.

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XAP has been getting about 7-9000 calls a month to the help desk, and 93% of those calls are account resets. Up until recently, students were typing in their own security questions and when the students would forget what their security question was, an account reset was required. So, a lot of work has been done to get a good set of security questions. That should help to resolve about 90% of the help desk calls. The other 7-10% of service question issues might be addressed with some sort of community powered support.

### **Community Powered Support - Quick Concept**

Tim Calhoon

Biola University uses the “Get Satisfaction” site for their customer service issues. The student support is community powered. The student asks a question, or shares a concern or a problem, with the focus around an outcome oriented question. “Why is email down?” or “How do I get financial aid to pay?” The “Get Satisfaction” system pulls in answers from other people or answers that have been posted by staff. It allows people to solve their own problem immediately, rather than waiting for an email response or a phone call back. There can be exchanges in threads that go back and forth between other students asking and answering questions which students can retrieve to solve their own problems. This particular system also allows people to set their moods about a topic, which enables easy research into the “pain points” within the process. The system is tied in to Twitter and Facebook, but Get Satisfaction keeps the memory of the threads so that they are not lost when they move off of the Facebook page. It is not very expensive, for what we would want to use system-wide it is only about \$300 per month, and for an individual college it is about \$100 per month. Tim has investigated other companies and open source possibilities, but so far this looks like one of the best solutions out there. He recommends that committee members take a look at it and think about the possibilities as a refinement in how we provide student/customer support.

Butte Community College has asked Doug to return to be their Information System Director and as a result he will be stepping down as chair of SAC.

The committee provided a round of applause to thank Doug Cremer for all of his work over the many years as a chairman for SAC. .

### **Adjournment**

The meeting was adjourned at 7:56 am.