Change Advisory Board Minutes
Northland Pioneer College
March 20, 2014

Members Present: Deb Myers, Susan Olsen, Kim Crossland, Keila Derrick, Deena
                                          Gillespie, Eric Bishop, Doug Seely (proxy for Wei Ma)
                                          QUORUM

Members Absent: Rickey Jackson (no proxy)

Non-Voting Members Present: Kristine Sleighter, Linda Humes, Steve Peck,
                                          Valerie Brooks (recorder)

Guests: Ryan Taylor, Mark Juzwiak, Steve Peck

I.   **Call to Order**
            Meeting was called to order by Deb Myers at   2:00pm date.

II.   **Approval of mock.CAB minutes of 2/27/14**
            Discussion and correction of minutes
            a. Susan Olsen **MOVED t**o approve the minutes of 2/13/14
            b. Kim Crossland **SECONDED**
            Deb Myers called for the vote (**passed**), and said the minutes
            are **APPROVED** with addendum [discussion and corrections.]

ACTION: The Recorder will post approved minutes in MyNPC. These minutes will also be
            forwarded to NPC Head Librarian/Archivist (Stan Pirog).
ACTION: Chairperson Deb Myers will contact Stan Pirog so email address can be set up.
            She will provide Recorder with this information. Minutes will be emailed/posted
            within the timeframe as specified in CAB Guidelines. It will be called "**ARCHIVE**S
            – Identify as **CAB – (date) – Minutes**

III.   **Review of Change Request Forms**
            Since this is the first CAB meeting, there are no Change Request Forms to
            approve or review.
ACTION: Update of Status of Change Reports was added as an Agenda item under "Old
            Business " for meeting of April 24, 2014

IV.   **Finalization of CAB Guidelines Document (ACTION)**
            Eric Bishop recommended following revisions (List of Preapproved Changes)
            within the Guidelines, itemized by heading:

            2.2   *Scope –* Eric Bishop felt that the language under this section does not
                    adequately define changes the CAB does address: He suggests that
                    adding that the *CAB reviews all changes to technology infrastructure
                    makes recommendations and prioritizes all changes to technology*

infrastructure with exception of for those items which impact instructional technology and instructional environments.
This is the purview of Instructional Council. [Infrastructure is defined as hardware, software, configuration, etc..]

_Appendix B – (_*Heading:* date change , and delete word ' draft' to Preapproved Changes to Change Advisory Board**_)_**

- Summarizing changes made under **Administrative Support Systems**:

CAB will address preapproved Change Items.
D**ELETED** *Account setup and Modification, Jenzabar access and permissions, name/user name changes, password resets.*

CAB will NOT address changes (add/delete/modify) *which affect a limited number of users, menu modifications and reports which affect a limited number of users.*

- Summarizing changes made under **Technical Services**:

CAB will NOT address *All User Account changes affecting limited number of users, Updates and Removals of Desktop/Client Software.* Hardware Changes also include *Mobile Devices.*

- Summarizing changes made under **Network Services**:

CAB WILL address *installation, configuration, update/upgrade for physical and virtual servers and related operating system and system utilities.* (**DELETE** *virtual servers*.) **ADD** *update/upgrade…in accordance with Technical Services guidelines listed above.* **ADD** *Upgrade* and Replace networking equipment*. (***DELETE***) during life cycle replacements.* **ADD***: Install, modify, and remove VoIP and analog telephone lines/circuits and service options.*

REITERATION: Eric Bishop says whenever a technology change is required, mini-modifications (interdepartmentally—affects few users), such change will not be addressed by the CAB. If the change affects the higher percentage of users, then a Change Form will be submitted to the CAB. CAB committee will prioritize and address depending on number of users affected.

Discussion*:*

In response to question concerning menu option changes/field changes, Kristine Sleighter explained that if a technology change involves code, script, or logic,(e.g., database field change), changes will be brought to the CAB because it will be necessary to contact the provider (i.e. Jenzabar) in order to make these modifications. Upon vendor authorization, IS will make changes.

For other changes which affect one department, IS will work with that department to make change. (No change form of CAB action is necessary.)

<More voices, more input, better decisions.>

a. Deena Gillespie **MOVED** to approve the changes to the CAB Guidelines as proposed by Eric Bishop.
b. Keila Derrick **SECONDED**

Deb Myers asked for other discussion, called for the vote**,** and CAB Guidelines Document was **APPROVED** by **unanimous vote.**

V.   **CAB Change Management Form Review   (ACTION)**

1.   *02072014-1 - JICS 8.0.0 and CRM Student/Faculty Upgrade*
OVERVIEW: Requestor K. Sleighter proposed an upgrade to Jenzabar (vendor) to enhance system functionality. This is described in Change Management Form as: Update JICS to v8.0.0 and Upgrade CRM Stu/Fac to v1.6.7. Ms. Sleighter explained what steps would be necessary to facilitate this upgrade.
IMPACT OF NON-ACTION: Enterprise Resource Planning (ERP) will not be improved, negatively impacting all users.
POTENTIAL IMPACT ON BUSINESS UNITS:
Upgrade is necessary; there are no **ALTERNATIVES**. If we keep the same version of Jenzabar, Information Services may have difficulty obtaining Jenzabar's technical support for older version modules.

Discussion and questions from committee.

a. Kim Crossland **MOVED** to approve this change.
b. Susan Olsen **SECONDED**.
Deb Myers asked for any further discussion and called for vote. Change Form **02072014-1** was **APPROVED**.

2.   *03102014-1 – Inactive Student Filtering* **– BRIEF ONLY**

This is a brief-- for discussion only—during this meeting.
This item will be brought forward to the next CAB meeting,
Thursday, April 24, after IS does further research and testing.

JUSTIFICATION: Requestor K. Sleighter reports that our Jenzabar (college database) currently houses 40,000 "inactive" student accounts. These   are students who have not taken classes in the MOODLE online environment, who have not logged into MyNPC "for quite some time," or who may be recognized in the system under different names (marriage, divorce, e.g.) She proposed that Information Systems should set parameters and disable any accounts which fall outside of this date.

Ms. Sleighter says that deactivating of these inactive accounts will drive fluidity for a planned MOODLE migration in June-July, 2014.

IMPACT OF NON-ACTION: If these accounts are not deactivated, All of these accounts will be unnecessarily re-created on an upgraded hosted server, MOODLE 2.5. Support Team will waste time and resources in maintenance of these accounts.

Discussion: Committee was reminded that this was presented as information.

3. ***03102014-2 – Student Update to Active Directory, Google Mail, and RAVE***
    JUSTIFICATION: Requestor K. Sleighter proposed adding new feature—updating student data (through server Jenzabar) to Active Directory and Google Mail; and adding automated process to update student/employee data to RAVE.
    This is an upgrade which will be provided through our contracted provider, Jenzabar. Automating these processes will optimize productivity, reduce errors, and streamline any necessary troubleshooting.
    IMPACT of NON-ACTION: Margin for error is increased. This necessitates time-consuming troubleshooting.
    IMPACT ON BUSINESS UNITS (Records, Payroll):
    User accounts will match currently registered students/employees in Active Directory, Google Mail, and RAVE.
    ALTERNATIVE: We can continue to use existing scripts and manual processes to update directories.

    Discussion and questions followed.

a. Susan Olsen **MOVED** to approve this update.
b. Kim Crossland **SECONDED**.
Deb Myers asked for further discussion, then called for vote. Change Form **30102014-2** was **APPROVED**.

4. ***03112014-1 – Username Generation***
    JUSTIFICATION: Requestor K. Sleighter explained that individuals in the NPC system who have articulated surnames containing spaces, (i.e. De Niro, De Laurentis, De La Hoya) may not be recognized or rejected as erroneous in Google Mail, the current student email system. She says this can be corrected by adding an underscore (_) in the place of any spacing in surnames.
    IMPACT of NON/ACTION: Support Services will continue to make manual corrections to Google Mail user accounts (increasing chance for error).

HOW ACTION WILL BENEFIT BUSINESS UNITS: (Payroll, Records and Registration, etc.): Adding the underscore should streamline the account generation process by reducing the number of failed Google Mail user accounts.

ALTERNATIVE: IS will continue to use existing ACE scripts and make manual corrections.

Doug Seely **MOVED** to allow this modification in Username Generation. Keila Derrick **SECONDED**. Deb Myers asked for discussion, and called for vote. Change Form **03112014-1** was **APPROVED**.

VI.   **Review Five (5) Weeks of Blackout Calendar (ACTION)**
CAB committee reviewed the upcoming five weeks (March 24 - April 25, 2014) of the Blackout Calendar in Base Camp. **NO CHANGES** were entered**.**

VII.   **Other Items**
   a. Deena Gillespie commented that it appears that editing is "enabled" for users who are not CAB members. Eric Bishop explained that it possible to make to changes to an individual's version, but that these revisions are not applied to the posted document(s).

VIII.   **Adjournment**
   a. Susan Olsen **MOVED** to adjourn the meeting.
   b. Kim Crossland **SECONDED**.
   Deb Myers called for the vote, **APPROVED** by unanimous vote.
   Meeting was adjourned at 4:00pm.