

UNIVERSITY OF WISCONSIN--Milwaukee
Information Technology Policy Committee (ITPC)

Friday, November 5, 2021 8:00am-9:30am

Held via teleconference/videoconference/virtually at:

+1 414-253-8850,,552585755# United States, Milwaukee Phone Conference ID: 552 585 755#

Attendees: Karolina May-Chu, Ann Raddant, Phillip Sink, AkkeNeel Talsma, Tian Zhao, Drew Blanchard, Hanyong Park, James Price, Suzanne Joneson, Julie Reindl, Molly Schreiber Roger Smith, Ex Officio Mark Jacobsen, Laura Pedrick, Bob Beck

Not Present/excused: Ora John Reuter, Lane Sunwall, Alexander Timmer, Barry Cameron, Gregg Jamison, John Roberts, Alexander Timmer, Peter Schwander

Guests: Anna Dempsey-Fischer, Beth Schaefer, Adam Hundt, Andy Ritter, Bobbie Jo Weber, Bobby Jo Morse, Chris Spadanuda, Dale Matenaer, Dan Siercks, Ed Melchior, Eric Dietenberger, Gopi Palanimanickam, Jim Kavanagh, Jason Rieve, JJ Stenitzer, Jay Peine, John Hubbard, Shane Dunlap, Josh Ebert, Justin DuPont, Keith Emmons, Kevin Jahnke, Mary Luebke, Megyn McCaustland, Michael Keller, Molly Schreiber, Noelle Fredrich. Rachel Daniel, Scott Kleba, Stephanie Warner, Tim Brice

Meeting called to order 8:01am

AGENDA

1. Calling of the roll
2. Approval of Minutes – October 2021 – Joneson moves to approve, Zhao seconds, Minutes approved unanimously
3. Multifactor Authentication (Chris Spadanuda)
Chris Spadanuda, Director of Enterprise Services UITS gave a presentation on the implementation of a ‘Unified Digital Identity Experience’, which includes a shift to Microsoft MFA. Beginning on Monday, November 15, when logging into UWM services, users will be prompted to enter information to complete their transition to the new digital identity experience. At 10 am on Wednesday, November 10, 2021, University IT Services will host a live demonstration of the new digital identity experience through Teams. IT professionals will provide background information on this change, walkthrough Microsoft MFA, and be able to answer questions faculty and staff may have. For additional information please visit: uwm.edu/digital-id
4. User Interface (UI) IT Design (Roger Smith)
Roger Smith lead a discussion on User Interface. Smith began by highlighting UI and Cognitive Testing at UWM – testing can be done for new IT rollouts to consider time/ease of use in implemented processes. Several use cases were highlighted. Use case: Navigate, a progress report tool. Automatic questions raise quite a lot of cognitive dissonance. Use case: Physical Therapy Website, a site for prospective students. These cases raise questions such as: Who are IT designers of back-office software, surveys, learning systems, any software that exposes human user interface and how does this affect design? How do these issues affect the user’s work, the IT used and the IT we assist in designing or implementing? How can UWM increase campus skill in better UI design that includes stages of UI and cognitive testing?

Two categories of issue were identified by the ITPC, one having to do with purchased products (Navigate, HR), and the other consisting of our internally designed web pages. Laura Pedrick suggested sending the concerns in this presentation to tool originators, such as EAB. Along this line, Ann Raddant suggested sending these concerns to Navigate. Akke Neal Talsma suggested evaluating our current website structure. Mark Jacobsen gave an overview of the Web Identity 2 project, currently halfway into the multi-year deployment, and the challenges that face this project.

5. Committee Liaison Reports
 - a. Academic Planning and Budget Committee (Molly Schreiber)
No meetings
 - b. Data Governance Custodial Committee (AkkeNeel Talsma)
Committee is working on decisions regarding data use, integrity, and prioritizing reporting needs.
 - c. Educational Technology Committee (Suzanne Joneson, Lane Sunwall, Ann Raddant)
No meetings
 - d. Research Policy Advisory Committee (Peter Schwander)
Not present
 - e. Office365 Governance Team (tbd – faculty/staff member from committee needed)
 - f. Web Steering Committee (Roger Smith)
No meetings
 - g. Tech Users Group (tbd – faculty/staff member from committee needed)
No meetings

6. Meeting adjourned 9:27pm