



# MINUTES

## Technology Architecture Committee

**Objective:** Guide the direction of information technology across the enterprise, making recommendations as appropriate to the IT Governance Council

**Date:** January 29, 2021

**Participants:** Shawn Banner, Alex Birkovsky, Dave Borschel, Andy Bucior, Louis Brooks, Alex Chisler, Trace Cooper, Tom Doughty, Matthew Earhart, Mary Eichen, Lori Gormin, Matt Hohmeister, Cali Jones, Fred Jordan, Chuck Kemeny, Jason Lammert, Ray Marky, Michael McDonald, Tom Morgan, Mike Repchek, Bobby Sprinkle, Mary Stephenson, Sasank Vemana, Johnny White

### **ACTION ITEMS**

- None other than the ongoing activities of the various working groups.

### **DISCUSSION**

#### **Call to Order, Introductions, and Opening Remarks**

1. Chuck called the meeting to order and welcomed everyone. He asked everyone to document their attendance via the Zoom chat.
2. Chuck reviewed the agenda and welcomed first time attendee Mary Stephenson, who will partner with Johnny White in presenting and leading the Storage ITN Discussion.
3. Chuck reminded everyone that Tom will post the draft meeting minutes in Teams and the TAC will have one week to review it for potential edits prior to the minutes being posted on the website.

#### **Storage ITN Discussion**

4. Following up on an update provided in the December 2020 TAC meeting, Johnny reported that the ITS Shared Infrastructure team is in the process of replacing the Isilon file storage array that provides storage for the storage auxiliary and for enterprise applications and servers. Enhancements and additional service offerings will be included.
5. Johnny explained that he would appreciate the TAC's guidance in refining needs and requirements for the storage ITN that is currently a working draft.
6. Johnny explained that current storage service offerings include SBM, CIFS, storage for Windows and enterprise NFS storage. Customers are charged a flat fee and are given two data copies, one onsite and one secondary, with up to 30 days of data retention.



7. Johnny explained that the next generation of file storage will include the following:
  - Object storage that includes all file protocols
  - Geographically separated copies
  - Tiered service model that will include high performance, backup target, and archive tiers.
  - Flexible pricing model with pricing based on the service options chosen by the customer
  - Ability to replicate data to cloud providers Ability to provision data from cloud providers
  - Software-defined storage provisioning to enable virtualized storage paths
  - Enable data to follow users and applications
  - Enhanced workflow-driven self-provisioning of storage
  - Enhanced monitoring and reporting of data usage to ensure compliance with data protection and privacy laws, policies, and best practices
  - Continue use of data protection tools to prevent cybersecurity breaches
  - In-flight data encryption
  - Offer defined terabyte pricing for each storage type
  - Ability to partner with customers in managing storage utilization
  - In-flight data encryption
8. Johnny noted that the three service tiers are likely to result in three types of hardware and software solutions.
9. Johnny reiterated his request to the TAC for feedback on anything that might be missing or improved in the ITN.
10. Bobby suggested to Johnny that he post the draft ITN to the TAC Teams site where it can be accessed only by TAC members. Bobby stressed that the draft ITN is for internal use only and cannot be shared with vendors until it is officially released, which is expected to happen sometime in February. Cali reinforced Bobby's instruction and requested that any vendor inquiries that might occur prior to the ITN release be redirected to her.



11. Matt H reported that he is investigating the purchase of a storage device for the Psychology Department. It would be used as an SMB file server to provide data shares and as an iSCSI target. He asked whether ITS could provide iSCSI as a service.
12. Mary E replied that iSCSI capability will be included as a requirement within the ITN, but that ITS has no immediate plan to offer iSCSI as a service, in part due to technical challenges. She stated that it would be helpful to learn what the demand would be for iSCSI so that it might be evaluated as a future service offering.
13. Matt H and Mary E discussed Matt's interest in possibly leveraging the storage ITN to procure iSCSI for the Psychology Department in the future. There will be future discussion if Matt's interest continues.
14. Matt H commented that ITS' current price of \$0.25 / gigabyte / month is relatively expensive. Bobby replied that a major goal of the storage ITN initiative is to drive the price much lower, taking into account the entire spectrum of ITS' service and technical strategy. Bobby stated that he is open to all ideas.
15. In response to a question, Chuck explained that the new storage solution would not replace the software layer of backups as a service but that the backup target approach could be in scope.
16. In response to a question, Bobby explained that it is a long-term goal to implement a user interface to enable customers to set up and manage their storage. Multiple tenancy would be included as an option.
17. Matt H asked a question relating to the pricing of a specific use case. Bobby and Mary E replied that for this scenario would have to be developed.
18. Michael McD whether there is any intent to provide free storage space to students. Bobby replied that students would not be included due to size, cost, and difficulty in managing. He noted that free storage is already being offered via OneDrive. Bobby emphasized that he is open to future discussion.

### **ITS Strategic Plan**

19. Bobby displayed a slide depicting the 2021 ITS strategic goals. He explained that the goals are an ongoing process and that some of the goals were defined three years ago, while others are much more recent. Several of the listed goals are already complete.
20. Bobby explained that the various strategic goal each have their one sets of component projects.
21. Bobby identified the following major strategic goal categories:
  - Advance FSU Strategic Initiatives
  - Develop Models for Strategic Improvement
  - Improve ITS Service Delivery
  - Be a Strategic Partner to FSU Organizations and Departments



- Establish and Adopt a Sustainable Financial Model
  - Enhance ITS Team Capabilities
22. Bobby noted that under “Develop Models for Strategic improvement” the initiative “Finalize TAC architecture principles and advise on projects” is nearing completion. The specific objective is to advise on three projects, and the enterprise VPN project is complete. Bobby anticipates that this initiative will be fully complete by the end of June 2020. Bobby expects the serverless technology initiative to extend into 2022, and he had an initial discussion with Byron about ERP’s plans for next generation ERP.
23. After reviewing a representative set of strategic goals and underlying initiatives and projects, Bobby encouraged TC members to drill down into the slide to explore additional content on their own.
24. Bobby noted “Integrate 2FA with 0365, VPN, and CAS for employees” as being complete.
25. Responding to a chat question from Louis, Bobby explained that the slide presents overarching work and that there is much more work being done at a more specific level.
26. Bobby stated that he will field questions on goals and projects and will redirect questions to other ITS management if/as necessary.
27. In response to a question, Bobby cited “Advance FSU Strategic Initiatives” as the most important strategic goal. It will always be ITS’ strategy to embrace this goal and to strive to advance it. Beyond that, the emphasis is always on how to accomplish this goal and its subordinate components more effectively. ITS strives to be a full technology partner and to avoid being siloed. Bobby emphasized the importance to achieve and maintain financial sustainability as these strategic goals are accomplished.
28. Bobby noted the contributions made by Rebekah Dorn and others in documenting these strategic goals and components.
29. In response to a question for Chuck, Bobby clarified that these strategic goals are meant to be active initiatives for 2020-2021.
30. Chuck reminded the TAC that it has been asked to participate in the 2020-2021 tech fee proposal evaluations, and he noted the Mary E’s upcoming presentation will be relevant to this effort.

### **Technology for Teaching and Learning: The Pandemic and the New Normal**

31. Mary E described the dramatic increase in the importance of and demand for instructional technology when the COVID-19 pandemic suddenly exploded in March 2020.
32. Mary E explained that ODL delivers the following:
- Manages distance learning programs and online course development



- Ensures that online courses meet quality standards by offering development support, training, and course review
  - Oversees auxiliary budget for all departments that have distance learning programs and online courses
  - Ensures that distance fee revenue is utilized for its intended purpose
  - Manages and supports Canvas, utilizing a team of Canvas support technicians
  - Provides all course enrollments for Canvas
  - Conducts course evaluations for all instructors
  - Runs the FSU Testing Center, proctoring exams (over 133K exam sessions were proctored in 2019)
33. Mary E reported that ODL also is responsible for delivery and support several university wide ODL applications, including the Curriculum Request Application, the DL Appointment System, the Course Evaluation System, and the Testing center Applications.
34. Mary E explained that ODL has two groups that are heavily involved in instructional technology: The Instructional Faculty and Media Team and the Technology Unit that Mary manages. See Mary's presentation for more delineation of teams and responsibilities.
35. Mary e explained that ODL supports many tools that integrate with Canvas, most notably Kaltura, Turnitin, Zoom, Honorlock, and Ally.
36. Mary E reported the following Canvas utilization statistics:
- Prior to the onset of COVID-19, usage of Canvas included 50% of courses fully utilizing Canvas LMS functionality, 30% of courses partially utilizing Canvas LMS functionality, and 20% of courses not utilizing any Canvas functionality. 10% of courses were delivered online, and the rest were delivered face-to-face.
  - During fall 2019 Canvas page views ranged from 1.5 to 2.0 million page views per day excluding weekends. During fall 2020, page views increased to 2.0 to 2.25 million per day.
  - In March 2020, at the onset of the pandemic, 100% of the courses went remote, and that the 20% of instructors who were not utilizing Canvas went remote in about a week. During summer 2020, 100% of courses were taught either remote or online. During fall 2020, 20% of the courses were taught either face-to-face/flexible, with the remainder taught either remote or online.
  - From March to December 2020, 95% of course sections utilized Canvas. See Mary's presentation slide for utilization details.
37. Mary E presented a set of quiz questions to further explain ODL's operations during the pandemic, etc.



38. Mary E explained key differences between remote and online courses. Remote courses are face-to-face instruction being presented remotely due to the pandemic, while online courses are fully designed to be taught online and are subject to rigorous quality review.
39. Mary E predicted that Canvas usage will be greater post-pandemic because instructors who had not previously used it will continue to do so.
40. Mary E reported that the FSU Testing Center was updated as necessary to make it CDC-compliant.
41. Mary E presented a slide detailing how ITS can help ODL meet its mission during the ongoing pandemic:
- Remain aware and sensitive to semester “crunch times”, including midterm and exam weeks and grade posting the week after exam week.
  - Continue to assist instructors with equipment requirements for remote teaching and for high-tech classrooms and labs.
  - Keep ODL informed of changes that will affect the delivery of instruction.
42. Mary E provided ODL’s key contact information:
- Canvas Technical Support: [canvas@fsu.edu](mailto:canvas@fsu.edu), 850-644-8004
  - ODL workshops on remote instruction: [odl.fsu.edu/training-workshops](http://odl.fsu.edu/training-workshops)
  - Canvas Support Documents: [support.canvas.fsu.edu](http://support.canvas.fsu.edu)
43. Chuck asked whether there is overlap in functionality among the applications that ODL brought online quickly. Mary E replied that there is some overlap.
44. Chuck asked whether there is a list of the applications that will be retained long term and a description of their respective functionalities. Chuck explained that this information may be helpful when TAC reviews tech fee proposals to provide a means to identify and avoid redundancies. Mary E provided a link to ODL’s external applications: <https://support.canvas.fsu.edu/kb/section/172>
45. Louis asked Mary E what trends she is seeing re: integration of hybrid classes once the campus academic environment returns to “normal” post-pandemic. He explained that the Library is likely to continue asynchronous instruction to increase access to its classes.
46. Mary explained that class hours mandated by the BOG must be met. Like traditional face-to-face and online classes, the design of hybrid classes will have to meet standards and be approved. Mary does expect some increase in hybrid courses.
47. Lori asked whether all faculty were ready for the rapid transition to remote classes, especially in terms of internet connectivity. Mary E replied that most faculty had adequate connectivity and that inadequate or no connectivity was and still is more of a problem for some students.



48. Chuck asked whether there is likely to be an increase in classes being recorded and made available to students after the fact. Mary replied that many larger courses are already recording their classes and are making them available via Canvas, and she expects an increase in this practice. She noted potential complications with documenting attendance and securing funding based on face-to-face attendance.
49. Chuck asked whether changes in storage requirements for Kaltura due to increased video utilization have been projected. Mary E replied that the Kaltura license allows unlimited storage. She noted that unused videos eventually get deprecated.
50. Chuck asked whether virtual computer labs implemented to facilitate remote learning will be retained once the campus academic environment returns to “normal”. Matt H and Ray replied that the Psychology Department and the College of Business are likely to retain most or all of their remote labs.
51. Since the allotted meeting time was exhausted, Chuck suggested that items not covered on the agenda be allowed to roll over to the February meeting. There were no objections.
52. Chuck adjourned the meeting.

## **NEXT MEETING**

The next meeting will be on Friday, February 19, 2021 at 1:30 p.m. via Zoom.