

**Meeting Minutes**  
**Technology Strategy Partners**  
**April 19, 2018**  
**9:00 A.M. – Rich 242**

**Attendees**

Sonia Alvarez-Robinson	Nelson Baker	Cas D'Angelo
Jim Fortner	John Gilleland	Mark Hoeting
Paul Kohn (via BlueJeans)	Lew Lefton	Jimmy Lummis
Dwayne Palmer	Paul Strouts	Jake Williams

**Inform & Discuss Items**

Student Usage/Interest in Enterprise Slack

- See attached slides
- Questions/Comments
  - o Student organizations use Slack to organize meetings and as a communications vehicle
  - o The larger an organization is, the more likely it will utilize Slack
  - o Some campus departments are using Slack as well
  - o Slack provides some integration with Office365 email
  - o It integrates with Google Calendar
  - o Stanford University uses Slack for unpublished research data but cannot use it for export controlled data
  - o Enterprise Slack is one of the more expensive options in the non-Education market
    - \$8-\$15/user/month
    - Education customers expect significant discounts
  - o Consider what is available outside of Atlanta
    - For example, Google is not accessible from China (gmail, google, etc)
    - Need to determine a general framework of what is wanted/needed by Ga Tech constituents
  - o This is one of the areas, like Dropbox, where governance can't control what people will use
    - Large, multi-institutional research projects tend to have PI's that are not at Ga Tech
    - Researchers will tend to use solutions like Slack, Dropbox, and others
  - o Risks that need to be considered tend to be more contractual than technical
  - o It's often difficult to find an appropriate communications medium with students, and Slack may be a good option
- Recommendation: SGA to submit a proposal to the TAC for review and recommendation to the TSP for the May meeting.
  - o Recommendation agreed to by the TSP

### Student Portal (Buzzport) Strategy

- Recent Banner outage was attributed to a previously identified issue
- Today's portals are more dynamic and based on changing roles instead of static links on a web page
- Questions/Comments
  - o Instead of replacing a large enterprise portal with another enterprise portal solution, perhaps we should focus on smaller discreet applications with specific focus and robust integration API's. Students could make a real contribution in that environment.
  - o How does this interplay with our mobile strategy?
    - For all platforms being considered, native mobility capabilities are a requirement
- Recommendation: Appoint a task force to develop a recommendation for a unified digital engagement solution
  - o Recommendation agreed to by the TSP.

### Workforce of the Future

- Ga Tech is in the midst of a 3 year journey to examine the work, worker and workplace and how Ga Tech needs to be positioned to attract and retain talent
- Questions/Comments
  - o How do we begin addressing technological and policy challenges?
    - We need to address the mind set that says workers must be present on campus. That may be the biggest hurdle to overcome.
    - We have people working remotely currently but we don't have appropriate policies to support the practice.
    - We should talk with organizations, corporate and higher ed, that are successfully managing dispersed workforces today.
  - o When in the Workforce of the Future (WFF) project will there be an opportunity to review/adjust policies?
    - Confirmation of Co-Leads for the activation phase is underway, policy discussions could begin once those leads are in place.
  - o Should Governance work with the WFF team to help move their efforts forward as quickly as feasible?
    - Governance involvement would be good to help gather business case needs regarding policy changes
    - WFF Action Plan is targeted to be ready by the end of May 2018
- Recommendation: Add WFF as a recurring agenda item for future TSP meetings

### Inform & Decide Items

None

**Items brought up during the meeting (not included on the meeting agenda)**

None

**Items requested to be included on a future TSP meeting agenda**

- Add WFF (Workforce of the Future) update as a recurring item for future meetings.

**Action Items**

- SGA to submit Enterprise Slack proposal for review
- Appoint a task force to begin scoping and developing a recommendation for a unified digital engagement solution. Recommendation due by June 21, 2018.

**Meeting adjourned at 10:30**

# Technology Strategy Partners

**April 19, 2018**

# Agenda

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Student Usage/Interest in Enterprise Slack  
Student Portal (Buzzport) Strategy  
Workforce of the Future  
Data Center Inventory Update

# Student Usage/Interest in Enterprise Slack

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Jake Williams, Sidartha Rakuram  
Information Technology Board  
Student Government Association

# Campus Areas Using Slack

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- Administrative departments (ITG & OIT)
- Student Organizations
- TA Groups
- Research Labs
- Student project groups

# Background

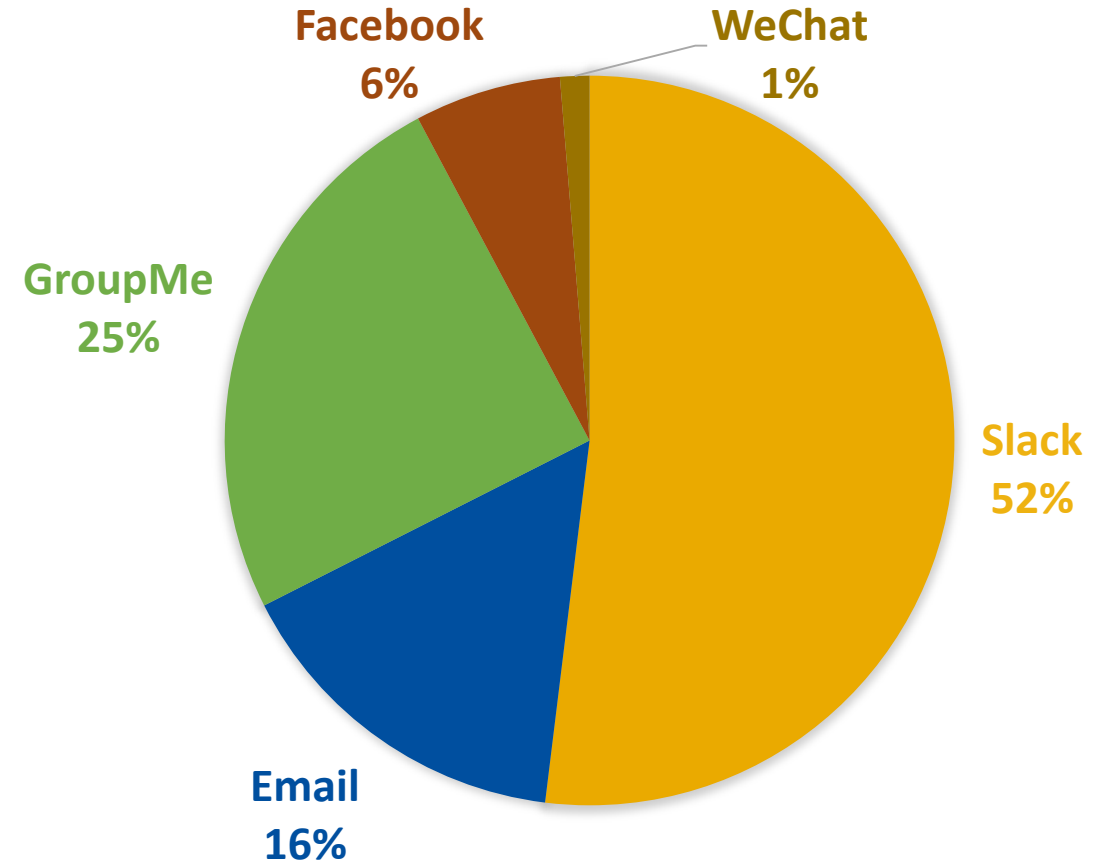
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- There are approximately **500** student organizations on campus
  - Including Greek Life, Student Government, Invention Studio, RHA, SCPC, and many others
- SGA conducted some research on their communication tools




# Student Organizations Use of Slack

- 91% of Tier 2 organizations use Slack as their primary electronic communication tool.
- 52% of student organizations indicated they use Slack as their primary communication tool.



# Current Issue

## Upload a file? ×

 Your workspace has reached the Free plan's storage limit. To add more files to Slack, you'll need to [upgrade to a paid plan](#).

### Total Messages

Upgrade to access your first 42.6k messages.



The limit for storage is **5GB** per workspace.

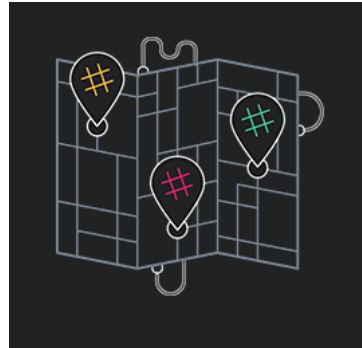
Only the last 10,000 messages can be searched or accessed.

Data security concerns since the service has not been approved by OIT

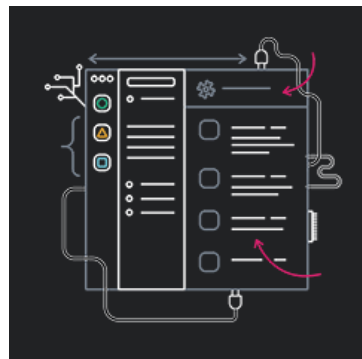
# Slack Enterprise Grid



Share channels between workspaces

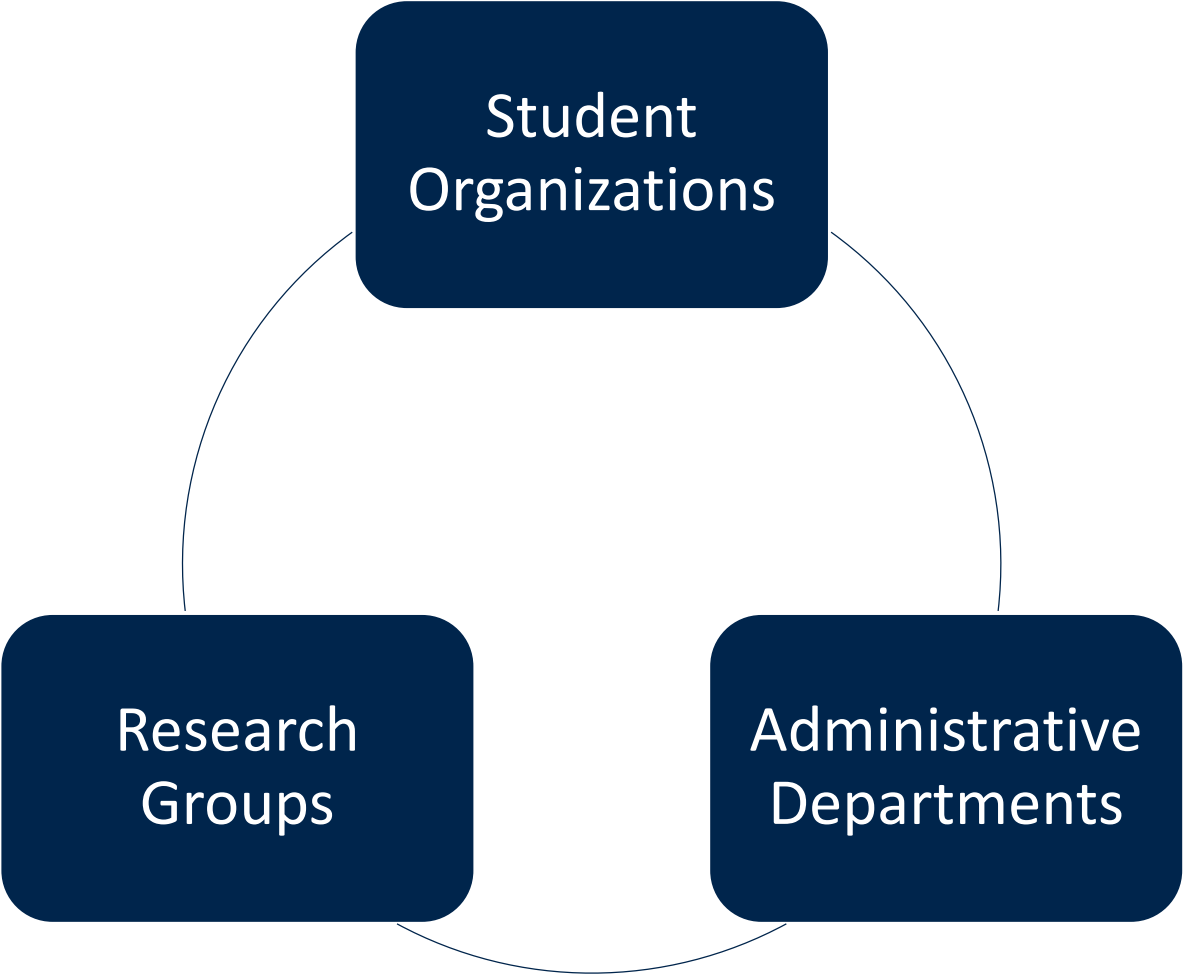
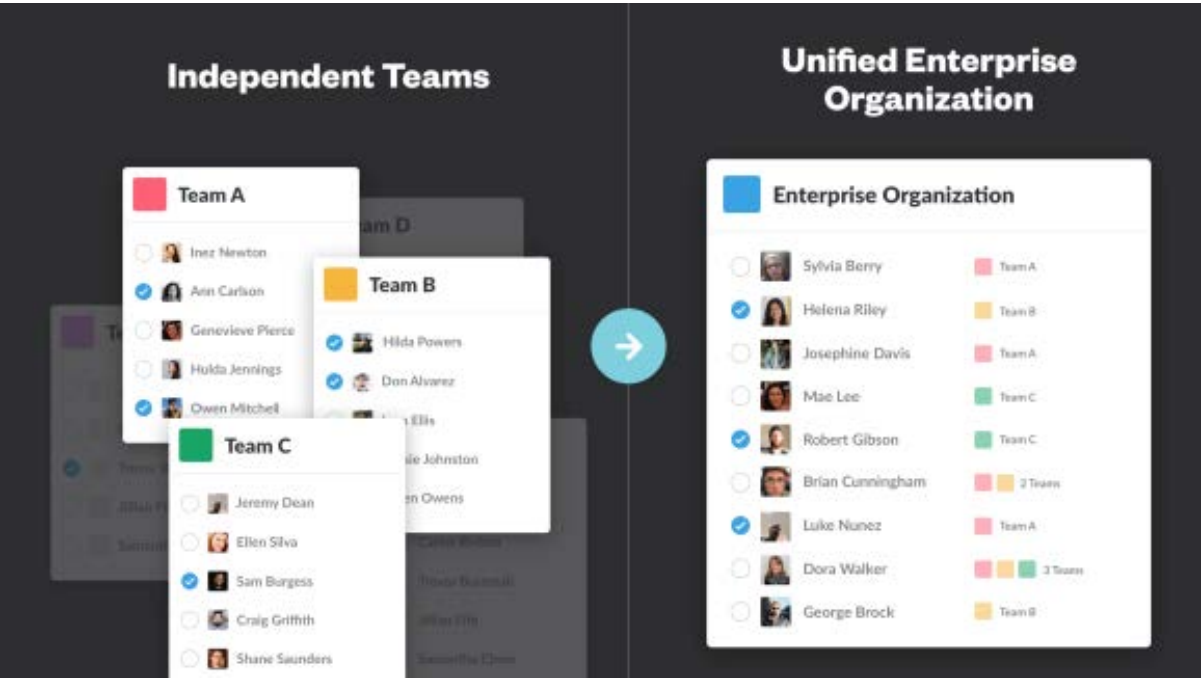


Unlimited Workspaces



Find information across all workspaces

# Fostering Collaboration



# Enterprise Security



**CSA**

Cloud Security Alliance



**SOC 3**

Service Organization Controls



**SOC 2**

(Type II)  
Trust Services Principles



**NIST 800-53**

National Institute of Standards  
and Technology



**HIPAA**

Health Insurance Portability and  
Accountability Act



**EU/US Privacy Shield**  
**Swiss/US Privacy Shield**  
Data Privacy Practices



**ISO/IEC 27001**

Information Security Management  
System (ISMS)



**ISO/IEC 27018**

Protection of Personally Identifiable  
Information (PII)

# Enterprise Security

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- Data encryption in transit and at rest
- SAML-based SSO (being used by ITG)
- Custom message retention
- Data Loss Prevention (DLP)
- e-Discovery

# Slack Enterprise Grid integrates with services used on campus

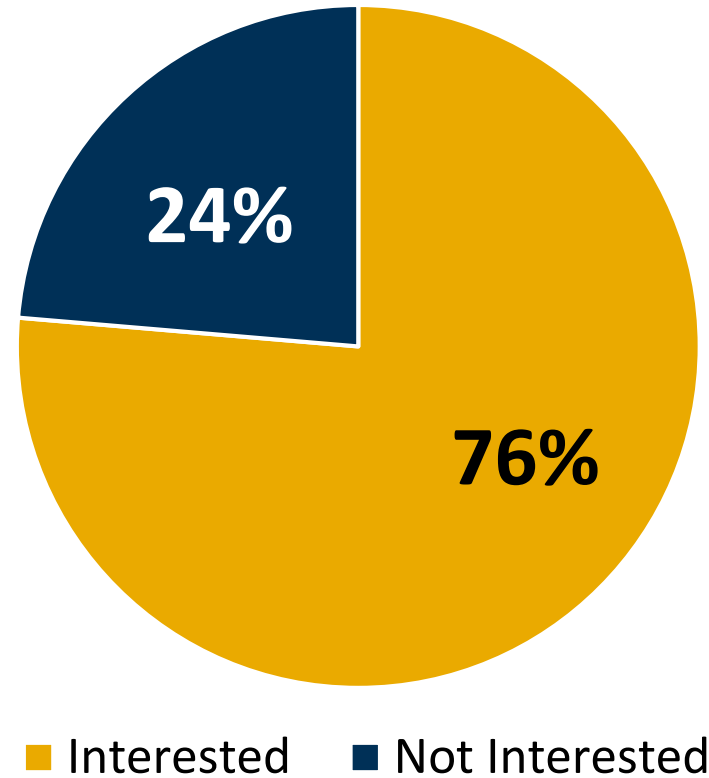
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# Interest in Slack

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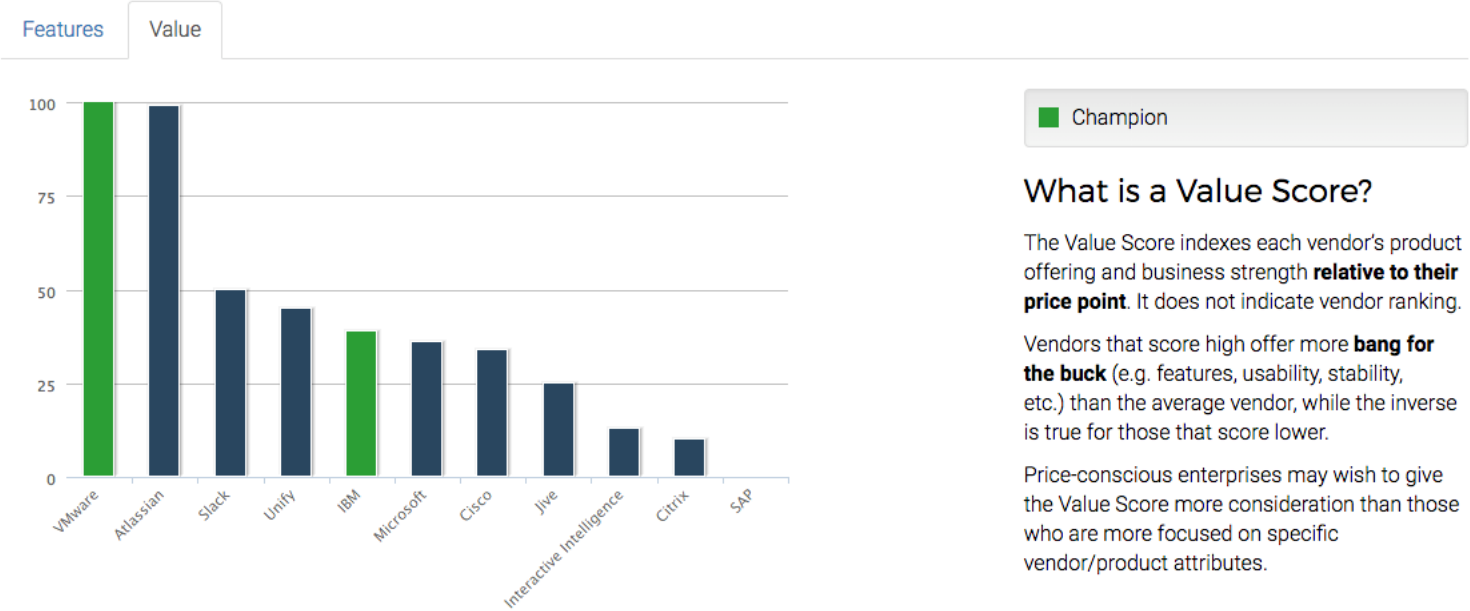
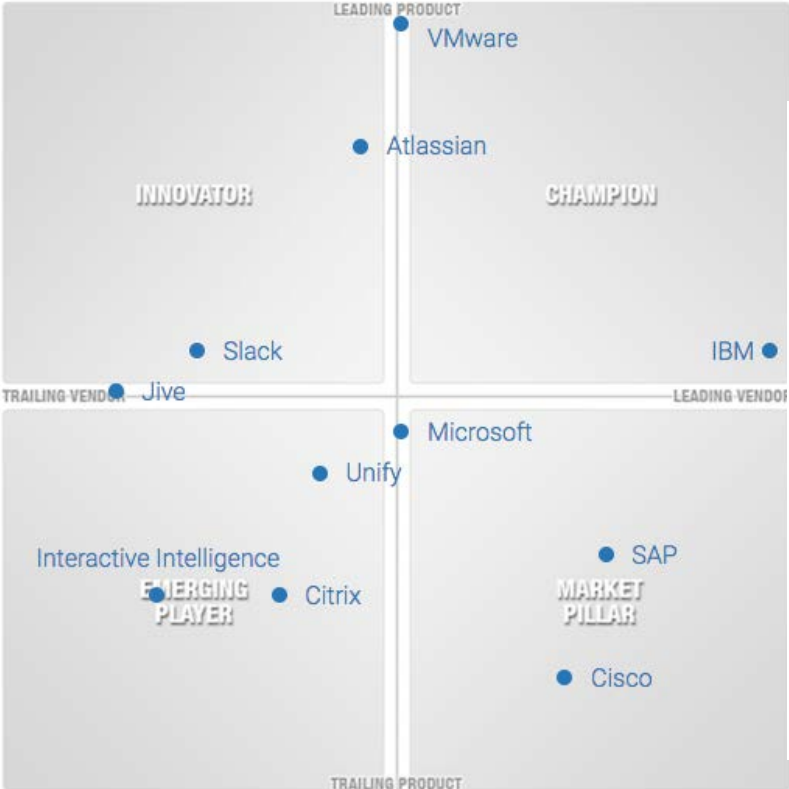
## Student Organizations Interest in Enterprise Slack





# Interest in Slack

## Discussion



### What is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to their price point**. It does not indicate vendor ranking.

Vendors that score high offer more **bang for the buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.

# Interest in Slack

## Discussion

### The Info-Tech Collaboration Platforms Vendor Landscape

#### *The Zones of the Landscape*

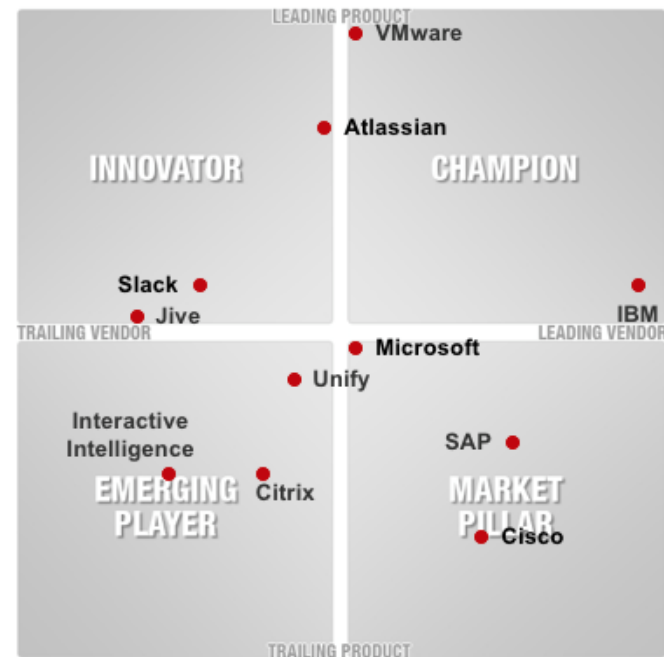
**Champions** receive high scores for most evaluation criteria and offer excellent value. They have a strong market presence and are usually the trend setters for the industry.

**Market Pillars** are established players with very strong vendor credentials, but with more average product scores.

**Innovators** have demonstrated innovative product strengths that act as their competitive advantage in appealing to niche segments of the market.

**Emerging Players** are comparatively newer vendors who are starting to gain a foothold in the marketplace. They balance product and vendor attributes, though score lower relative to market Champions.

#### The Info-Tech Collaboration Platforms Vendor Landscape:



# Interest in Slack

## Discussion

### Your Challenge

- The adoption of collaboration platforms is rapidly accelerating. Not all platforms are created equally, and choosing the right platform can be a daunting task in a market with many emerging new features, like social collaboration, file synchronization, and shifting delivery options.
- Collaboration platforms are not an island and must integrate well with other major enterprise applications such as CRM, ERP, ECM, and desktop productivity tools.
- This solution set will help you understand and identify collaboration opportunities that exist within your organization, identify leading vendors and compare capabilities, and select the right solution to implement.

### Our Advice

#### Critical Insight

- **Tools chosen by the user have staying power:** With so many freemium collaboration options available, shadow IT likely abounds in your environment. Don't waste these experiences. Leverage this user choice and the free trials available to inform tool selection and make a confident investment.
- **Value = Engagement:** Identify the specific use cases and value propositions a tool should fulfill for users before selecting or introducing a tool even as a trial. IT and the business need to clearly communicate the tangible value of a tool to gain user engagement.
- **Immersion is the mother of adoption:** Tools that integrate with current business processes and applications and create multiple experiences for users will be more likely to stick. Look for tool capabilities that immerse the user in productive ways.

#### Impact and Result

- Understand what's new in the enterprise collaboration market and how the ongoing convergence of traditional feature sets with social capabilities is enabling a new generation of collaboration solutions.
- Evaluate collaboration platform vendors and products for your enterprise needs.
- Determine which products are most appropriate for particular use cases and scenarios.

# Interest in Slack

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## Recommendation

Submit Proposal Case to TAC for full Review

Recommendation due by May, 2018 Meeting

# Student Portal (Buzzport) Strategy

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**Issue:** Due to a publicized security vulnerability in Banner, all direct access to Banner has been discontinued and is now routed through BuzzPort.

## **GT Student Portal is Significantly out of Date**

- The foundation of BuzzPort is Luminus, a portal product that was manufactured by Ellucian. Luminus is beyond EOL and is out of maintenance.

## **Portal Technology has Matured**

- Modern portals are more than a page with links. They are a digital engagement platform.
- Modern portals are dynamic, supporting the full student and employee life-cycle.

# Student Portal (Buzzport) Strategy

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## Recommendation:

Appoint a task force to immediately begin scoping and developing a recommendation for a unified digital engagement solution that will support and connect to all aspects for the student, faculty, and staff lifecycles.

1. John Wilson to chair task force.
2. Taskforce comprised of Enterprise Applications committee personnel.
3. Other campus constituents as required.
4. Recommendation due by June 21, 2018.

# Workforce of the Future

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**Issue:** Public organizations must begin transitioning tools, technologies, policies, and procedures to support the workforce of the future.

## **Forward-Looking View**

Georgia Tech technologies and policies should align with, and enable a forward-looking view of the future workforce.

## **Discussion Questions**

What current tools and technologies enable the WorkForce of the Future?

What are the capabilities and features that are absent from the GT technology portfolio?

What policy and procedure changes must be implemented to support the WorkForce of the Future?

# Data Center Inventory Update

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**Objective:** Define, identify, and inventory all campus data centers and produce a roadmap for data center unification.

**Update:** Inventory questionnaire is in draft.

Requirements & Capabilities analysis due for completion by end of May.

Completed hardware and equipment inventory due for completion by end of May.

**Point of Concern:** Cloud and Application Cost Optimization Planning absent from scope.



# Announcements

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## **OneIT Symposium**

April 24, 2018

## **Wi-Fi Certificate Upgrade**

April 19, 2018

Requires all Devices to Reconnect

## **In Planning: GT Cloud Immersion Week**

June 4-7 or June 11-15

## **Critical-Position Update**

COO Search

CTO Search

IT Marketing & Communications

# Technology Strategy Partners

**April 19, 2018**