Meeting Minutes from: SENATE COMMITTEE – Education Services and Information Technology (SCEDIT)
STATE UNIVERSITY OF NEW YORK AT STONY BROOK
Date: March 31, 2023
Time: 3:00 pm – 4:00 pm
Location: Zoom Meeting
In Attendance: Keri Hollander, Scott Campbell, John Shackelford, Rose Tirotta-Exposito, Michael Ospitale, Henry Joseph, Thomas Wilson, Erez Zadok, Cynthia Davidson, Victoria Pilato, Joseph Balsamo, Iris Fineberg

Meeting called to order at 3:04 pm, Adjourned at 3:53 pm

As a reminder, we try to alternate between Information Technology and Educational Services leading the meeting to insure both sides get fair and equal treatment in this committee. Today we will be starting with Information Technology.

Information Technology

Update on the CIO search for west campus

Michael Ospitale and Rose Tirotta-Exposito will present an update mindful of the search process. There were candidates brought to campus a couple of weeks ago and interviewed as well. Jed Shivers will be sharing more information soon.

Question: Do we know of any reporting relationships?

Answer: The CIO will no longer be reporting to the President, instead that position will be reporting to Jed Shivers, Senior VP for Finance and Administration. The CIO will also participate in the President's cabinet, https://www.stonybrook.edu/commcms/pres/governance/council.php.

Project moving from Cherwell to Team Dynamics ITSM (Information Technology Service Management)

Michael Ospitale will give some background into why the decision was made to change to a new ITSM at this time. Back in mid summer SUNY contacted all the campuses and expressed an interest in moving forward with a new ITSM platform. Service Now had gotten extremely expensive and was very difficult to manage and implement.

The top candidate to replace Service Now is Team Dynamic. We were asked if we were interested in moving we saw an opportunity to make a change for several reasons. Team Dynamic is far easier to maintain and administer than Cherwell. We asked for a simple workflow to be implemented in Cherwell to take in a ticket and workflow it across multiple areas in Procurement We were quoted 25K and later 50K. In Team Dynamic we can implement that workflow in house.

We pursued an enterprise license for Team Dynamic which means we can stand up as many ticketing systems as needed. For example, if HR needs its own system we can do that. Cherwell was bought by a company called Ivanti, we did not see a clear strategy from Ivanti in how they were going to build on their current platform for the future.

SUNY chose Team Dyanmix, Stony Brook Medicine loved the platform as did Stony Brook University. This will allow us to have a single enterprise version that will allow us to serve both east and west campus in a better way. Stony Brook Medicine and Stony Brook University will share a single instance.

Question: Is this on prem or in the cloud? Is this a single instance? Does this new platform have an AI interface to easily submit a ticket?

Answer: This is a SaaS solution. It is a single instance. Stony Brook Medicine can have its own portal, service catalog and their own ticketing system. This is true for Stony Brook University, HR, Student Services, Student Affairs, etc... Since it’s a single instance you can easily share resources and transfer tickets within the system.

In the new system it will be quick ticket only, so we can properly route the ticket internally. We have recently enabled an AI chatbot feature in Cherwell.

Project Status from the Enterprise Project Management Office Portfolio Dashboard (below)
**Question:** If we are going to have a single instance of Team Dynamix between Stony Brook Medicine and Stony Brook University that means we need to have a way to integrate the identity management of each side. The head infrastructure engineer got to try Ping Identity Management, it's a good product and he was able to get what he needed done quickly. However, Ping Identity is a full fledged identity management platform, which will mean a real large expense for this project.

**Answer:** Ping Identity has given us an aggressive pricing of under $20K. The Box instance on the Stony Brook Medicine side is already using Ping Identity Management. It's a solution but probably not the best solution long term. Looking on the bright side, we will get familiar with an identity management product through this project.

**Educational Services**

**Brightspace**
Starting with Educational Services, Rose Tirotta-Esposito provided us an update.

Blackboard usage will end in October 2023. Older course material will be archived but it may not be easy to export the archived material directly into Brightspace.

**Question:** Is Blackboard going to be used during the Summer semester?
**Answer:** No, everyone should be in Brightspace going forward, courses will not be created in Blackboard for the summer.

**Question:** Spring 2023, when will those courses be copied into Brightspace?
**Answer:** At the end of the semester.

**Question:** When will we have the course shells for the Summer 2023 course shells?
**Answer:** I have heard April 4th for the Summer semester. I will have to look into the Fall semester date.

**Anthology**
Main campus course evaluations have moved from Campus Labs to Anthology. Anthology acquired Campus Labs. In the fall we had a successful run on the course evaluations and we still have access to the older course evaluation platform.

**Question:** Why is it course evaluations don’t include evaluations of teaching assistants? If this isn’t available any frustration with the teaching assistant can be misdirected to the faculty member.
**Answer:** If the TA is listed as an instructor, the TA will have questions about that instructor for each and every instructor for that course. We can also add a question for the entire department across the board, it becomes a default question across all courses taught in that department. We can double check to see if this is a one time addition or if it has to be done each semester. If a faculty member added a question, it goes into a question bank and it will allow people to select from those questions in the future.

**ChatGPT**
There was a panel discussion held by the University Libraries about ChatGPT and AI in education. There will be another panel held by CELT on April 11, 2023 at 4pm. The presentation at the Library was not recorded but there was a summery written.

**Update from the research committee** - Iris Fineberg, no nothing for this committee.