

**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 Tirota-Esposito, 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 Tirota-Esposito 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 Dynamix](#). We were asked if we were interested in moving we saw an opportunity to make a change for several reasons. Team Dynamix 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 Dynamix we can implement that workflow in house.

We pursued an enterprise license for Team Dynamix 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)

**PROJECT EXECUTIVE STATUS**

**Stony Brook University**

Project Name: Enterprise Service Management Implementation - ITSM  
Application: TeamDynamix  
Project Start: March 24 2023  
Project 1<sup>st</sup> Scheduled Go-live: July 2023  
Current Project Phase: Planning

**Customer**

Executive Sponsor(s): Jed Shivers/ Gerald Kelly  
Project Owner(s): Michael Ospitale/ Dennis Gallagher  
IT Application Owner(s): Henry Joseph  
Project Manager: Heather McLaughlin/ Terry O’Connell

**Vendor**

Executive Sponsor(s): Aaron Crane  
Project Sponsor: Marcus Demas  
Project Director: Marcus Demas  
Project Manager: Kelsie Curtis  
Customer Success Mgr: Jason Beder  
Process Consulting Resource: Brian Miller

Reporting Period: 03/27/23 – 04/10/23					Overall
Status previous period	<b>G</b>	Status this period	<b>G</b>	Trend	<b>G</b>
SCOPE	<b>G</b>	SCHEDULE	<b>G</b>	BUDGET	<b>G</b>
	<b>G</b>		<b>G</b>		<b>G</b>
	<b>G</b>		<b>G</b>		<b>G</b>

**Project status summary / help needed**

- TeamDynamix (TDx) authenticates to one directory service and Stony Brook has at least two directories. Since the last report, work on a feasible solution and architecture concluded. Recommendations have been determined and documented. Project Owners, M. Ospitale and D. Gallagher have aligned on a path forward. Planning to get Sponsor approval this week.
- The Global settings work has started, this is particularly important with the single instance.
- The requirements for all iPaaS work need to be understood for the June 30, 2023 Iteration #1 deliverable. The SBU project team has provided the requirements document to TeamDynamix for two iPaaS connections. TDx is currently working based on the supplied requirements.

**Achievements this period**

- The remaining two weeks of TeamDynamix Readiness Courses took place, ending on 4/6
- Stony Brook Global Service Catalog initial working session took place for 3/31
- The SBU and SBMIT teams agreed to three ticketing systems including 1) University Help Desk, 2) Medicine Help Desk, and 3) Cabling for both organizations.
- Solutions to the Authentication challenge were determined discussed and one solution was agreed upon by the Project Owners
- Iteration #1 build is now in progress, Service Catalog work started

**Plan for next period**

- Global configuration workshop planned between TeamDynamix, SBMIT, and SBU meeting set for 4/11/23
- Global items to be worked on include; User Import and testing, Accounts and Departments (Included in User Import), Locations (Proposed 283 proposed locations), Groups (Determine Naming Convention), Security Roles (Determine Naming Convention)
- Building Iteration #1 continues with Mail monitoring, Service Portal, and Portal Home Page design

Financial Fixed Price Status (as of 04/05/23)	Year 5	Year 4	Year 3	Year 2	Y1 Budget	Encumbered	Invoiced	Paid
Capital One-Time	6,078.00	5,788.00	5,513.00	5,250.00	48,282.00	35,782.00	35,782.00	
Operating (Annual Recurring)	80,831.16	76,982.06	73,316.25	69,825.00	76,500.00	66,500.00	66,500.00	
Other Expenses					0	0	0	
<b>Total</b>	<b>86,909.16</b>	<b>82,770.06</b>	<b>78,829.25</b>	<b>75,075.00</b>	<b>124,782</b>	<b>102,282</b>	<b>102,282</b>	

Key Milestones	Baseline Date	Target Date	Actual Date	Status	Comments
Planning	3/3 – 4/21/23	3/3 – 4/21/23		<b>G</b>	In progress
Build – Iteration #1	3/20 – 6/9/23	3/20 – 6/9/23		<b>G</b>	In progress
Test – Iteration #1	6/12-26/23	6/12-26/23		<b>G</b>	Planned
Go/No-Go Mtg	6/27/23	6/27/23		<b>G</b>	Planned
Go Live – Iteration #1	6/30/23	6/30/23		<b>G</b>	Planned
Iteration #1 Support	7/05/23	8/01/23		<b>G</b>	Planned

**Key RISKS**

Description	Agreed Mitigation Actions	Owner	Impact (1 – 5)	Probability	Risk Score
Cherwell contract ends July 31, 2023, we need to notify Cherwell by 5/31.	Steering Committee to be presented with Project status mid May.	H. McLaughlin	5	50%	
Many technical staff & SMEs are shared resources across multiple projects	Alert needed Resources as early as possible to allow for balancing other initiatives	H. McLaughlin	4	30%	

**Key ISSUES**

Description	Agreed Mitigation Actions	Owner	Next Review	Status
In order to get off Cherwell by July, we will have to replace all existing Cherwell workflows in TDx initially.	This could lead to rework, if all the architecture isn’t accounted for and agreed up before configuration.	M. Basile/ K. Clayton	After the Readiness Courses are complete in early April	<b>G</b>
Need to determine how will we leverage two Authentication methods for the TDx instance	Work with TDx and SBMIT on the architecture to reach an agreed upon and feasible solution.	M. Ospitale/ D. Gallagher	Sponsor approval expected 4/7/23 Steering Review set for 4/10/23	<b>G</b>

**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 summary written.

Update from the research committee - [Iris Fineberg](#), no nothing for this committee.