

Overall Summary

The North Dakota University System (NDUS) institutions and Core Technology Services (CTS) completed the second of four Town Halls scheduled for 2022 in April. The purpose of the Town Halls is for CTS to provide updates on the ServiceOne program, new and ongoing initiatives, and to offer a forum where the institutions and CTS can have an open dialogue to strengthen partnerships.

Overall, attendance was slightly down by 19% from the first town hall and there were many factors that may have affected attendance. Despite the decrease in attendees, participants had the opportunity to ask questions, comment, and have an open dialogue. An additional level of engagement was the use of two polls and a two-question survey.

Top three poll results:

Which ServiceOne benefit are you looking forward to the most?	Which ServiceOne or CTS Topic would you like to hear more about during our July Town Hall?
A redesigned TeamDynamix portal later this year.	Security
Increased availability of CTS products and services.	TeamDynamix
More standardized and consistent CTS processes, practices, and activities.	Project Updates

***The July Town Halls are in the process of being rescheduled to accommodate summer schedules and face to face meetings. Watch your calendar for an update!**

You can find more details about the Town Halls, ServiceOne, and the April notes for each institution with the following links:

tiny.ndus.edu/serviceone

<https://tiny.ndus.edu/aprilminutes>

Outcomes

Campus Feedback

Procurement Automation:

Can you tell me more about the procurement automation? We've had discussion in CIO meetings on 1202 and procedures – how does this fit in?

Action Plan

CTS followed up with the campus regarding the question and provided the Automation Roadmap report for additional information.

Results

The procurement Automation Program is a collaboration between the State of North Dakota and the North Dakota University System to deploy procurement tools across the enterprise. The program has evolved from a study completed last year. The study's final report is attached for more detailed information. Out of the six workstreams identified in the study, OMB requested and received funding

for three of them for this biennium. They are Sourcing Management, Contract Management, and eMarketplace. Sourcing Management is essentially a replacement of the current SPO Online tool used to issue solicitations. Contract Management is focused on the development and management of the contracts, and eMarketplace is providing a tool for staff to purchase items that are already on a State Contract, like an Amazon experience. Impact to policy or procedure will depend on the campuses current local processes. For example, in Sourcing Management NDUS Procedure 803.1 would simply point to the new tool instead of SPO Online. However, if campuses chose to utilize that tool more extensively than 803.1 required, they could choose to do so. Contract management would provide a central location to maintain all contracts. If campuses are already doing this, changes to procedures would simply point to the new tool. Campuses who don't already centralize their contracts, would have a more significant change process. More information can be found on a PowerPoint linked here: [Automation Roadmap](#)

GT eForms:

During this transition from Transforms, forms may get updated on monthly or quarterly basis for example there may be something like meals stated specifically on the form for this semester. Currently the Form's Designer is notified of changes to forms and makes updates.

- How will that flow in the future?
 - Will it go through TeamDynamix or how will those type of changes be requested?
 - As new GT eForms are developed based on requests from other campuses, how will that information get relayed to campuses?
 - How will we know what is being developed and how can we find out if another form under development would also work for us?
- There may be forms under

CTS liaison team took the questions back to the Enterprise Services Application analysts and/or vendor to form a responses.

How will that flow in the future?

- Similar process, however, you'll be notifying CTS to complete the modification. Please submit a ticket here for completion: <https://tiny.ndus.edu/ndus-gteforms-support>

How will that flow in the future?

- Similar process, however, you'll be notifying CTS to complete the modification. Please submit a ticket here for completion: <https://tiny.ndus.edu/ndus-gteforms-support>

As new GT eForms are developed based on requests from other campuses, how will that information get relayed to campuses?

- That is yet to be determined. Currently, the team is focusing on transitioning the existing TransForms into the new GT eForm

development that would work great for us also with a minor tweak.

environment. The team has a tentative plan for Phase 2, operational mode, that will include topics such as this. Expect further information to be communicated in June, however, if you have specific questions or have ideas that you would like considered, please submit a general request here: <https://tiny.ndus.edu/ndus-gteforms-support>

How will we know what is being developed and how can we find out if another form under development would also work for us? There may be forms under development that would work great for us also with a minor tweak.

- See above answer. If you have a need at your campus, please submit a ticket for further discussion: <https://tiny.ndus.edu/ndus-gteforms-support>. The team is very well versed in what has been developed and what is slated for future development. Additionally, your idea might be the first to be developed but could also help others too.

GT eForm Resource site:

<https://tiny.ndus.edu/ndus-gteforms>

- How To Documentation
- Monthly Q&A Sessions –i.e., Lunch-n-Learn Recordings

Respondus Lockdown Browser:

- Are we aware of any shortfalls Respondus currently has?

- Is there anything on the we'd like to have list – things current Respondus is not providing for us?

CTS liaison team took the questions back to the Enterprise Services Application analysts and/or vendor to form a responses.

Are we aware of any shortfalls Respondus currently has?

- Locked Down Browser and additional Respondus features that can complement LockDown Browser are not “node aware” in that they do not have the flexibility to be turned on or off by institution. They are all or nothing in nature.

Is there anything on the we'd like to have list – things current Respondus is not providing for us?

- For the Respondus LockDown Browser application, there are currently no additional needed features that we have identified

other than the ability to control feature set by institution in our multi-tenant Blackboard environment.

Perceptive Content:

- Is there a plan to go out for an RFP?
- When does the contract expire?

No, overwhelming response from the Focus Groups indicated they were satisfied with the current vendor; we are proceeding with the Alternate Procurement contract with Hyland. Alternate Procurement process is underway

SSCM and Azure:

Would like to hear more about SSCM and Azure and upgrading servers this summer.

CTS responded to immediate questions during the Town Hall and agreed to set up a time to discuss further.

CTS Endpoint Associate Director communicated with the institution and scheduled a meeting on May 9th to discuss the topic.

TeamDynamix (TDX)

- CTS responded overall who would use each of the products. Darin would like the Service Desk to provide additional information.
- When a request is placed into TeamDynamix, how is that request routed back to the school?

CTS followed up with the campuses and provided additional information. A link to a PowerPoint should provide the rest of the additional information for the campuses. [Service Desk Town Hall follow-up](#)

CTS has two distinct customer bases. See the attached CTS Service Desk presentation for details. In essence, Right Answers and the Ellucian Help Desk will continue to provide supplementary support to the Campus Help Desks. Requests for direct CTS support should not go through this route. Currently, we only receive a small number of tickets from Ellucian that ultimately get routed to us. Campus IT, Campus Help Desks and Campus SMEs who normally interface directly with CTS should utilize the TDX portal or they will be able to contact the new CTS Service Desk directly.

Student PII:

Has there been any consideration of what we consider PII and how we currently define directory information and what we make available through open records request to increase protections?

CTS responded to the immediate question during the Town Hall stating they would follow up in an email with a link directing them to information on student PII. The school's campus liaison also mentioned they would share their campus link to review systems that collect PII.

CTS sent an email on April 26th to the inquiring school, providing a link to the SBHE Policy 503.2 as it relates to PII and what systems are collecting this type of information.

<https://ndus.edu/ndus-privacy-policy/>

Ellucian:

We also have had a problem when we as campus IT submit a ticket through ServiceNow, and it will automatically get kicked back to our helpdesk without getting to the area at CTS that needs help

CTS followed up with the campus and will provide additional information.

As identified under the TeamDynamix question, campus IT should be submitting a ticket via TDX, not ServiceNow for CTS Services & Incidents.