OHIO UNIVERSITY

Office of Information Technology

OHIO IT Weekly Newsletter

June 05, 2024

*Looking for back issues of the newsletter? Find them in the OHIO IT Intranet
Newsletter Library.*

OIT Announces FY25 Salary Increases

For FY25, university planning units are allocated 2% of their existing salary budget for merit increases. OIT applied the following criteria in allocating its approximately $300,000 annual raise pool:

- AFSCME 3200 employee wages are collectively bargained. The language related to bonuses and wages within the collective bargaining agreement applies to OIT's union employees.
- FY25 remaining discretionary administrative employee raise pool will be distributed as follows, based on merit as evidenced by FY24 performance ratings:
    - Distinctive, 4%
    - Effective, 2%
    - Inconsistent and Did Not Meet Expectations, no increase
- University employees hired on or after January 1, 2024, are not eligible for consideration.
- OIT administrative employees receiving a salary increase on or after October 1, 2023, due to promotion, equity review, or job audit will not receive an additional raise for fiscal year 2025. OIT leadership made this decision after reviewing each individual situation.

Please reach out to your manager with any questions.

Update Chrome Browsers to Mitigate Critical Vulnerability

The Office of Information Technology is requesting all users to update their Chrome browser immediately to mitigate the risk associated with a critical vulnerability that is actively being exploited.

If successfully exploited, this vulnerability could lead to a complete system compromise, allowing a bad actor to steal your data and access sensitive information.

To ensure the security of both your personal data and Ohio University's data, please update and restart your Chrome browser to apply the update. The updated browsers should have a minimum version of 125.0.6422.141/.142 for Windows and Mac, or 125.0.6422.141 for Linux.

If you encounter any issues while updating your browser, please contact OIT for assistance.

Product Operating Model Survey Helps With 2024-2025 Strategic Priorities

The results of our 2024 survey on our Product Operating Model and OHIO IT Portfolio are in, providing insights into what we are doing well and where we need to improve.

The results of this survey, and the input gathered from our portfolios over the last six weeks, have helped us prioritize what is important as we approach the start of the new academic year, including:

- Improving product team efficiency and effectiveness

- Increasing transparency across products and portfolios
- Improving our ability to prioritize

Indicate Your Level of Agreement With Each Statement

	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Undecided
I understand why we are implementing the new Product Operating model and OHIO IT Portfolio	5%	10%	22%	62%	1%
The roadshows with Chris Ament and Brian Bowe have helped me understand how the new Product Operating model and OHIO IT Portfolio will impact me	4%	9%	31%	49%	7%

Compared to Last Year (Summer 2023)

- 85% agreed or somewhat agreed with the statement "I understand why we are implementing the new OHIO IT Product Portfolio and operating model" (13% somewhat disagreed or disagreed and 2% were undecided).
- 74% agreed or somewhat agreed "the roadshow helped me understand how the new OHIO IT Product Portfolio and operating model will impact me" (16% somewhat disagreed or disagreed and 9% were undecided).

Based on Your Experience So Far, Have We Improved in These Areas Over the Past Year?

	No, not at all, but we need to improve	No, but I think we were already doing well	Undecided	Yes, somewhat, but more is needed	Yes, we definitely improved
Align with Outcomes	8%	5%	25%	37%	26%
Adapt to Change	9%	11%	20%	40%	20%
Clarify Accountability	14%	9%	14%	45%	18%
Speed to Value	9%	8%	22%	44%	18%
Focus on Customer	3%	15%	15%	38%	28%

Compared to Last Year (What Is the Likelihood of the New Portfolio and Operating Model Helping Us to Achieve the Following Outcomes?)

- Align with outcomes: 80% very likely or likely (6% unlikely or very unlikely and 14% undecided)
- Adapt to change: 60% very likely or likely (13% unlikely or very unlikely and 27% undecided)
- Clarify accountability: 75% very likely or likely (11% unlikely or very unlikely and 14% undecided)
- Speed to value: 57% very likely or likely (13% unlikely or very unlikely and 30% undecided)
- Focus on customers: 69% very likely or likely (11% unlikely or very unlikely and 20% undecided)

Summary of Survey Comments (Thanks, ChatGPT)

- The feedback is mostly mixed, with some positive and some negative aspects reported. Some staff appreciate the improvements in accountability, communication, alignment, and customer focus, while others express concerns about inefficiencies, confusion, duplication, and workload.
- The feedback also suggests some areas for improvement and further clarification. Some staff recommend more training, coordination, and prioritization for the product teams and more visibility and awareness of the portfolio goals and outcomes.
- The feedback reflected different levels of engagement and understanding of the new model. Some staff are more involved and informed than others, depending on their roles, responsibilities, and assignments. Some staff are not sure how the new model applies to them or what benefits it brings.
- The feedback indicates that the new model is still evolving and adapting to the organizational context. Some staff acknowledge that the model is well-intended and well-timed, but also requires iterations and adjustments to fit the needs and realities of OHIO IT. Some staff are hopeful that the model will lead to better outcomes and value in the future.

What is Your Role Within OHIO IT (Select All That Apply)?

- Individual contributor: 71%
- People manager: 7%
- People manager & product manager: 8%
- Portfolio director: 2%
- Portfolio director & product manager: 1%
- Product manager & individual contributor: 11%

97 folks replied to the survey this year.

Gathering Your Input: OHIO IT Mission and Vision

Your voice is important as we look at our OHIO IT Mission and Vision with fresh eyes.

Why

- We must check for alignment with our new Ohio University Mission and Vision.
- We are one year into our new product operating model and it is timely to revisit those statements.

What

First, please add your voice and complete this survey by **Wednesday, June 12 at 5 p.m. ET**. The results will be synthesized into new options by Chris Ament, CIO, and a small group of OHIO IT staff. We will ask OHIO IT to rank the new options in a future survey.

Anything Else?

Yes, in a few weeks we will be engaging teams in conversations about behaviors they believe are essential to achieving our mission and vision. Revised OHIO IT Values will be an outcome of those conversations.

Mock Outage Coming: Piloting Incident Management Improvements

Why

The way we deal with incidents creates frustration and anxiety for OHIO IT, wastes resources, and can compound the negative impact on Ohio University.

What

An incident management process improvement team held two all-day design sprints to identify solutions to common incident management problems, including:

- Unclear expectations about what should be posted in the Outages channel.
- Lack of access to the Outages channel for OHIO IT members not in the OIT Microsoft Team.
- Unclear communication to the OHIO Community on the impact of an incident
- Confusion about roles and responsibilities
- Siloed work on the resolution of incidents that may cross teams

We will be piloting improvements by having a **mock outage** (more details to come). The pilot will include:

- A form to simplify and improve how an outage is reported and communicated to the OHIO Community. The form will post content to the Outages channel (in the OIT Team) and a new channel accessible to OHIO IT (see item 3 below).
- Clear roles and responsibilities (including a new incident management role)
- Use of a new Incident Response channel as a uniform location for work on incident resolution (with clear community guidelines on participation). The new channel will be created in the OHIO IT Team (solving our access issue) and shared to the OIT Team for ease of access by OIT Team members.

The mock outage will focus on a *fake* incident impacting the Voice and Network Infrastructure product (Jeremy Kinnard, Product Manager). More details will be shared soon.

We are excited to see how our ideas work and encourage everyone to follow along when the mock outage occurs.

*This message is from **Sally Smathers** (Product Manager, Support Experience Management) and the incident management process improvement team (**Chris Hayes, Tracy Kitts, Katie Huntsberger, Jeremy Kinnard, and Sarah Riddlebarger**)*

Student Expo Provides Opportunities for Both Student and Employee Growth

OHIO IT employees recently served as judges at the 23rd annual OHIO University Student Expo. This event recognizes and celebrates students' academic studies, research, interests, and creative talents and prepares them for entering the workplace. Students' individual presentations provide a forum for feedback and inspire reflection on the breadth and depth of their academic experiences.

The expo also creates professional development and networking opportunities for University students, alumni, and employees.

OHIO IT participation is an invaluable resource to our community partners. Our contributions demonstrate how we add value to the University. Please consider volunteering your expertise and talents at next year's event!

Congratulations to OHIO IT student presenters and kudos to our volunteer judges for their recent contributions.

OHIO IT Student Participants and Topic Titles

- **Evan Brooks**, **Jaret Crist**, **Nathan Fout**, and **Abby Leary**: *Go OHIO Student Routes*
- **Colin Bartlett**: *VR Computer Builders*
- **Joshua Osondu**: *Collaborative Strategies for Mitigating Bias in AI-Enabled Education*
- **Qusai Tweissi**: *Future Instructional Designers' Perception and Awareness of the Use of the Signaling Principle in Canvas Courses*

Volunteer Judges and Areas of Expertise

- **Robert Foreman**, Manager, Software Engineering: Computer Science and Electrical Engineering
- **Chelsea Freeman**, Instructional Technologist II: Communication/Instructional Technology

Minor Updates for Clarity: OHIO IT Portfolio

A few minor changes to Digital Infrastructure & Operations and Digital Enablement portfolio on the OHIO IT Portfolio were released on May 30, 2024.

The changes included merging the Voice and Network Infrastructure products (now Voice and Network Infrastructure), moving the SSO product offering to the Identify Management Platform product for better use of resources, and eliminating the customer experience product (merging the offerings into Strategy Management and Support Experience Management).

Read more about the release notes and contact Sarah Riddlebarger with any questions about these changes.

What Is the Digital Accessibility Team Up To?

In support of the University's mission and vision and OIT's complementary D&I goals, the IT Weekly will feature regular tips to improve digital accessibility in the work we do. These tips are brought to you by the Digital Accessibility team.

Join the OHIO Digital Accessibility Network (OHIO-DAN) for their next meeting in June to discover the latest updates from the digital accessibility team and their exciting plans for the summer.

Highlights of the Meeting Will Include:

- An overview of the recently completed Document Accessibility Grant Project.
- A brief explanation of the new DOJ ruling under the ADA and what it means for OHIO.
- A brief introduction to the new WebCMS User Policy.

This meeting is not just informative, it's a celebration! We will recognize the participants who completed the Document Accessibility Grant Project and earned the title of Document Accessibility Champions.

Don't miss this opportunity to connect and learn. Join us on Microsoft Teams on Thursday, June 27 at 4 p.m. EST.

Have a suggestion for a topic, guest speaker, or OHIO IT Win? Submit your recommendation.

Upcoming Events

06/07

SharePoint Basics Training

OIT Staff currently using SharePoint (or would like to start!) who did not attend Confluence migration training* are encouraged to attend the SharePoint Basics session on **Friday, June 7, from 1 - 2:30 p.m.** Learn how to store/share files, customize your SharePoint site, and how Teams & SharePoint work together.

Confluence migration attendees are welcome to attend, but most of the information is repeat.

Review the Training Schedule and Register

06/12

June Ice Cream Social

Enjoy some ice cream with the team! There will be ice cream bars and fruit bars. Come chill with us as we cool down from the busy year at **118 Grosvenor Hall on Wednesday June 12, from 2 - 5 p.m.**

06/17

SharePoint Access & Permissions

Learn how to set permissions according to our standard as well as permissions at the site, library, and file/folder levels. Join this informative session on **Monday, June 17, from 2:30 - 4 p.m.**

Review the Training Schedule and Register

HR Updates

If you have an upcoming job posting that your department would like considered for publication in the IT Weekly, please submit a ticket to the service desk. Include the following phrase in the ticket title: *Job posting for the IT Weekly.* Please allow up to one week for publication.

Departures

- **Jennifer Romero** (Testing Services) left Ohio University to start a new job. Her last day was Friday, May 31. We wish her well in all future endeavors.

Ask the ITLT

There are either no new questions and/or questions still pending review.

Use this anonymous Microsoft form to ask the ITLT a question or send feedback. You can also suggest a topic or guest speaker for a future OHIO IT updates meeting. Depending on how many responses come in, we might not be able to process them all immediately, or we might combine multiple questions into a single answer.

ITLT Office Hours

To view ITLT members' office hours, visit the ITLT Office Hours shared calendar.

To meet with an ITLT member during their office hours, send that member a Teams direct message. Such messages will be responded to on a first-come, first-served basis, typically with an offer to coordinate a video call.

Follow OHIO IT on X (formerly Twitter) and Instagram to receive reminders about events, news, updates, job postings, and announcements. Share these posts with your students, faculty, and staff directly from social media!

Please submit a ticket to opt-in/opt-out of the IT Weekly publication.