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2017 October 3 – Information Technology Council Minutes

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The Information Technology Council
Meeting Minutes

October 3, 2017

I. Call to order/Approval of Minutes from Last Meeting

- a) Karen King called to order the meeting of the Information Technology Council at 8:30 AM on October 3, 2017 at East Tennessee State University in the President's Conference Room.
- b) The following persons were present: David Currie, Deborah Dotson, Andrea Di Fabio, Tisha Harrison, Bill Hemphill, Myra Jones, Karen King, Michaele Laws, Samuel Mayhew, Margaret Pate, Tony Pittarese and Tabitha Quillen for Melissa Webb.
- c) Karen King asked for a motion that the minutes be approved. Bill Hemphill moved and Tony Pittarese seconded. The minutes were approved as posted with all in favor.

II. Action Items

a) Request for Approval from TAF Committee – Myra Jones

- Geosciences requesting funding for ESRI ArcGIS Site License, mapping software
- Software is available for everyone who would like to use it; open training available
- Letters of support for the software received from faculty
- The uncertainty of the Budget Model is reason for the request
- If approved, TAF to pay 85% for a total of \$12,750.00 for this year; funding to be reevaluated for next year

No motion needed. All in favor. Request was approved.

b) Research Computing Requests for Exemption for Vista XP Block – David Currie

- Several short-term exemptions have been granted; for the Siemen's computer in the Clack Chiller Plant, a 30 day exemption was given
- College of Graduate Studies is asking for a long term exemption; their scanner uses a fundamental version of XP

- There is no security threat with the current process
- All files are being scanned to the S:Drive

Discussion:

- There was some discussion about why BDM is not being used and why another scanner could not be purchased.

A motion was made by Bill Hemphill to grant a short-term exemption allowing them 60 days to provide further plans for their department. Tony Pittarese seconded. All were in favor. Motion was approved.

c) Research Computing Addendum for Approval – David Currie

- Revised the Data Storage Research and Backup Plan
- Addendum states that prior to sending or presenting unpublished data in or out of the country, Wendy Eckert, Assistant VP of Research, Director of Sponsored Programs, must be contacted first.

Action Item:

- Karen to present as an information item to the University Council next week

No discussion. All were in favor.

d) Data Standards Subcommittee – Andrea Di Fabio

- Need for a Data Standards Subcommittee has been identified
- Will decide how data is entered into Banner
- Will handle issues within Banner of international students who have no first name to enter into the data base
- Will address exemption requests from having name and/or photo in the University system
- Will promote standardizing of how data is entered across campus

Discussion:

- Committee needs to consider logistics and costs
- Photos of students in system pros and cons
- Committee may want to look at data elements and consider a path of migration

A motion was made by Bill Hemphill for a Data Standards Subcommittee. Tisha Harrison seconded. All were in favor.

III. Information Items

a) Enterprise Password Manager Discussion – Karen King

- ITS considering purchasing Lastpass, a password managing system
- Would be cheaper to buy for entire campus than just one department
- Not mandatory for entire campus but is available to students/faculty/staff
- Demo scheduled for October 3, 2017
- Will allow recovery of passwords after employee termination
- Will allow password protected documents to be shared without sharing password

b) Computer Account Request Forms Online – Karen King

- Computer Account Request and Access Forms and Name Change Request Forms will be online soon
- Testing begins this month

c) Help Desk Update – Myra Jones

- Reminder that the Help Desk is in the Sherrod Library
- Student and Faculty Help Desk is combined
- Students are assisting the two full-time staff but have limitations on what they can help with
- Help desk can be accessed by phone/email/chat/in person
- Students, faculty and staff will be able to enter tickets in the near future
- Surveys and feedback go to Myra

IV. Subcommittee Reports

a) Web Steering Committee – None

b) Research Computing Committee – David Currie

- Committee is looking at other options than Black Box due to increased maintenance fees; demo of “GiveCampus” on October 18th
- Contract between ETSU and the Advanced Computing Facility at UT Oak Ridge is still not completed
- Not sure if UT is an approved vendor for ETSU

c) Technical Subcommittee – Andrea Di Fabio

- i. Email/Banner**
 - Passcode on student mobile devices complete for 4000 students in Health and Science
 - Date for implementing campus wide has not been determined
 - Data Center move from Lucille Clement; deadline is Dec. 31st
 - Looking for dates that will have the least negative impact on campus
 - A long list of systems will be shut down for 48 hours campus wide
 - This move is necessary for disaster recovery and to have a more redundant system
 - One option is purchasing additional SAN for temporary storage without shutting down the entire system; would cost \$100,000.00; may not be feasible
 - All of Banner development is on the Cloud
- ii. Two Factor Authentication**
 - Implementing two factor authentication for Goldlink for faculty/staff may not be feasible; still researching
- iii. ODS 9**
 - Test server is onsite and is being configured
- iv. Password Requirement Change Process**
 - New Password Standard Changes
 - Does not require password complexity
 - Removes requirement for rotating passwords
 - Change password only if compromised
 - A “Blacklist” will filter unapproved/compromised passwords
- v. RDS to Replace Citrix**
 - Fully deployed Goldlab RDS images
 - No negative feedback so far
 - License expires mid-December
 - Increasing from 3.5GB to 10GB bandwidth by March 2018
 - Researching firewalls that will support 10GB

d) Academic Subcommittee – None

e) Innovative Proposals Subcommittee - None

V. Old Business – None

VI. New Business, Announcements, Updates – None

VII. Adjournment

Karen King adjourned the meeting at 9:39 A.M.