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Information Technology Council. 17.
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The Information Technology Council

Meeting Minutes

August 3, 2017

I. Call to order

Karen King called to order the inaugural meeting of the Information Technology Council at 11:00 AM on August 3, 2017 at East Tennessee State University in the President's Conference Room.

II. Roll call

The following persons were present: David Currie, Andrea Di Fabio, Deborah Dotson, Tisha Harrison, Myra Jones, Karen King, Michaele Laws, David Linville, Samuel Mayhew, Margaret Pate, Beth Wiley and Myra Clark for Melissa Webb.

III. Approval of minutes from last meeting

Karen King discussed the minutes from the last ITGC meeting. The council received a copy for review. Karen King asked for a motion that the minutes be approved. David Currie moved and David Linville seconded. The minutes were approved as read with all in favor.

IV. New Structure of ITC – Karen King

- a) The new structure document of ITC, which was approved by IUC, includes subcommittees consisting of:
 - Academic (Myra Jones)
 - Technical (Andrea Di Fabio)
 - Innovation (Myra Jones)
 - Web Technologies (Michaele Laws)
 - Research (David Currie)
 - Student Advisory (Michaele Laws)
- b) TAF is functioning as a subcommittee of ITC, under the new name Innovative Subcommittee, with updated guidelines and has been approved by University Council and the President.
- c) Research Subcommittee has been added and will be chaired by David Currie.
- d) The ITC structure has been aligned with the University's Strategic Plan.

- e) The Chairs of the subcommittees will serve on ITC. There are Faculty-At-Large and Appointees for each administrative office.
- f) The IT leadership is committed to serving the campus and strives to have enough subcommittees for people across campus to be able to provide input to IT in order to express their needs and wants, with ITC deciding how to meet those needs.
- g) ITC will meet for an hour the first Tuesday of each month and Dr. King is open to hear any suggestions or comments.

V. Web Steering Subcommittee – Michaele Laws

- a) The Web Steering Subcommittee has received a request from Digital Media to host a website outside of the CMS, off campus. Goals for this website have been discussed. The committee has approved the request pending updates to the website which include a header and footer with the ETSU name and logo. The website was viewed by the ITC Council at the request of Andrea Di Fabio.

An umbrella of sites which includes the Center for Excellence and East Tennessee of Natural History has also requested a host site off campus. They will be accessing tools such as scanning and web interaction that will focus on the Center and Museum. The committee approved the request for the site to be hosted off the ETSU domain.

During discussion, Karen King inquired how many departments, other than these two, have a host site off campus. Michaele reported these are the only two. Michaele stated that consistent web presence and links redirecting back to the main ETSU domain have been discussed with both departments and will be implemented upon Council approval. David Linville asked if the process with follow-up would be reviewed by the subcommittee on a regular basis to ensure the site is being maintained in a way that is approved by the University. Michaele stated that there will be a time frame on the stipulations and the subcommittee will monitor the site. Karen King discussed the difficulty of maintaining a site off CMS. Michaele stated that the goal is to develop more tools that allows the development of higher quality websites inside OU Campus. David suggested the site be reviewed every three months

The subcommittee is recommending approval for these sites. No motion or second is needed. All were in favor.

- b) Updates are being made to the ETSU homepage, the Admissions website and the mobile application. A virtual tour will be added to the homepage along with easy access tabs to majors and minors, admissions, etc. The Admissions site

will look similar to the homepage with easy access to major and minors. The contract with blackboard mobile will expire on August 15, 2017, and the app has been rewritten in-house. There will be a noticeable increase in speed and the ability to push out notifications. The soft launch should be pushed out in a couple of weeks, allowing students to do an upgrade to access the updated version. Not all students have a computer or laptop, but the majority have a phone, so the analytics of this mobile app is important to reach students. Samuel Mayhem inquired as to what kind of notifications will be pushed out. Michael stated they are not to that stage in the process yet to determine the notifications, however, there will be more discussions as to what that looks like, what students want and how to implement those.

The web team is also working on combining the search features. ETSU search, Google search and people search will be combined so that it all comes together on one page. The target launch date is August 21, 2017. Karen King questioned if the web team is working in correlation with University Relations on this. Michael confirmed that University Relations is involved and that the style of this is the same as Viewbook, with the same fonts, content and graphics.

Karen King explained that during the new board transition, the website was reviewed often. After hearing criticism from one board member, she met with the member to discuss solutions. The member questioned the process and the design of the website and later suggested that a workshop be held by a professional educator that he knows to teach how different generations and diversities can effectively work to produce ideas appealing to all ages and diversities, how to work together and how to reach this audience. This professional will also work with the Web Team and University Relations. Outside people will be brought in to discuss content, how to go about making changes and how often changes needs to occur. A workshop has been scheduled on September 11, 2017 for this purpose. If this starting point is successful, this training will continue into other areas as well.

VI. Research Advisory Council – David Currie

- a) David Currie provided a handout of the Digital Research Data Storage and Backup Policy explaining the guidelines for the backup of data on storage files. After talking to difference individuals on campus, it was determined that backing up data on campus is not the norm. A suggestion of obtaining an automatic network based storage procedure is not feasible at this time; however, researchers need to be able to backup and store research on campus. The policy provides guidelines for data storage and backup responsibilities, appropriate storage and backup location for digitals research, special notes to research

students, examples of storage or backup mechanisms which are not appropriate for HIPAA research, definitions and contacts. The policy has been reviewed by the Research Advisory Council, the Research Subcommittee, and the HIPAA Compliance Officer. The Research Subcommittee approved the policy unanimously and now is presenting it to ITC for a vote. Karen King started the discussion by stating the policy needs to be written in the correct format since this policy will be going to the President for approval. Debbie Dotson questioned whether the form should be electronic to which David and Karen both stated this is in progress.

The Research Advisory Council is recommending approval for the policy. No motion or second is needed. All were in favor.

VII. ITC Technical Subcommittee – Andrea Di Fabio

- a) Andrea Di Fabio provided a report from the ITC Technical Subcommittee. The subcommittee discussed the implementation and enforcement of mobile device passwords for students enrolled in the College of Medicine and the College of Pharmacy, as was agreed and voted on in the last ITGC meeting. According to Lindsay Daniel, HIPAA Compliance Officer, 100% of students in these Colleges have access to EMR and PHI on their mobile devices. This implementation is scheduled for Monday, August 14, 2017. Students have been informed of the change via email and numerous postings around campus. The Helpdesk should be ready to answer questions and phone calls regarding any issues. Students will receive an email notification reminding them to set a password or thumbprint as required. If students do not comply, the ETSU email will be disconnected. This implementation is a testing phase to see how the students of these colleges react and receive this change before deciding to implement it campus wide.
- b) The subcommittee discussed the implementation of 2FA, 2 Factor Authentication, an identity verification process, and it was determined that more information is needed to determine the feasibility of making 2FA an optional setting in Goldlink and INB, which is the backside of Banner. This was brought about by the number of phishing emails that have recently been received throughout campus and the number of faculty, staff and students who have responded to these emails, compromising accounts and providing easy access to personal information. The 2FA will continue to be reviewed to determine if it is a feasible implementation as requested by the Technical Subcommittee.
- c) Data center migration is underway with a tentative completion date of December 2017.

- d) Improved password reset portal is scheduled to launch soon. Currently, the password reset process cannot be accessed from off-campus locations. The new portal will allow remote users and MEAC users without an E# to reset their expiring password.
- e) The ITC Technical Subcommittee approved the adoption of the NIST 800-53 standard as a framework for implementing ETSU's Information Security Program. The NIST 800-53 is a security standard used by the federal government and developed by the National Institute of Standards and Technology. The approval of a best practice IT standard is in line with Goal 1 of the Information Security Strategic Plan 2017-2022 and is a required and initial dependency for implementing the ETSU Information Security Program. Karen King opened the discussion by stating that this is a very important and logical step for ETSU. Samuel Mayhew inquired on how close the University is with complying. Andrea stated that there are 18 different families of compliance, with each family having up to 25 requirements; ETSU is close but not at 100% yet. The plan is to take the 18 families and turn them into very broad policies, create a risk matrix, and determine the risk for the University. Controls will be in place to enforce the policy to follow information security best practices. During the discussion, David Currie asked how request for exemptions will be handled. Andrea stated that each exception request will be sent to the subcommittee and ITC for approval.

The ITC Technical Subcommittee is requesting approval from ITC for the adaption and implementation of the NIST 800-53. No motion or second is needed. All were in favor.

VIII. TAF Innovation Proposals Subcommittee – Myra Jones

- a) Myra Jones brought several recommendations from the TAF Subcommittee to ITC. The first request is a repeat request from Family Medicine to add multimedia classroom equipment to rooms in four clinics. The subcommittee did not approve the initial request nor do they recommend funding this time due to the majority of the students who use these rooms do not pay TAF fees.

The second request is a repeat request from ETSU at Kingsport – Allendale to add multimedia classroom equipment to create two new classrooms. The subcommittee did not approve the initial request, but do recommend funding at this time, as several classrooms have closed, allowing the room for this request. Equipment has been repurposed so TAF will only have to pay for room renovations.

The third request is a repeat request, also from ETSU at Kingsport – Allendale, to replace 10 computers in the computer lab. The subcommittee did not approve the initial request nor do they recommend approving this request as the existing lab is not TAF funded, making this a request for a new computer lab. Approving a TAF lab would put it on the rotation cycle and create a significant expense. This particular location is a classroom with computers, not an actual lab. It is used very heavily for presentations and classroom meetings making it difficult for students to access. There is an existing lab at the requesting location. With the addition of the multimedia classrooms in the previous request, this should free up this room for students to access the computers. Karen King added that the reason TAF has not approved computer labs in such a long time is because that line item is exhausted.

The fourth request is from Sherrod Library for funding for a Security Guard to extend summer hours for the late night study. Their request is for \$4,702.50 for FY2017 and \$7,160.63 for FY2018. The subcommittee did not approve this request as TAF does not do this for any other department on campus. The library receives a library fee which they could use to fund this.

The fifth request is from Art & Design for a computer lab for the Campus Center Building. They are requesting this to meet requirements from their accrediting body. They have been working with mobile Macbook Air laptops which cannot support software needs. After Karen King met with Dr. Anderson, it was decided that the College over the department will pay the cost for room renovations and the initial computer costs and TAF will add them to the rotation cycle. The subcommittee recommends this request.

The sixth request came from Computing for additional compensation for Graduate Assistants. TAF currently funds six Graduate Assistants for the Department of Computing teaching CSCI-1100 - Using Information Technology. Computing pays these GAs an additional \$400 per GA over the highest rate. They are requesting that TAF cover this additional fee for a total commitment of \$56,400. The subcommittee does not recommend approval, and further recommends withdrawing funds to support these GAs. This is a fairly old agreement as several years ago, the Computing Department did not receive the normal revenue for this class as other classes. However, the current budget changes should allow Computing to now provide funding for the GAs. TAF will continue to pay through Summer 2018 to allow Computing time to plan. Karen King has spoken with the Department Chair about TAF's decision on this.

The last request came from the Fine Arts Center Building. They are requesting approximately \$150,000 in computers and multimedia classroom equipment. TAF knew they would need funds and had asked them to make their request as soon as they knew how much would be needed. TAF will table the discussion until plans have progressed further.

Myra Jones explained these are all the request received from Spring and Summer and there are no pending requests. Samuel Mayhem inquired about the timeline on requests. Myra explained that requests are random and periodically. Normally, TAF looks at request twice per year, however, to be fair and good stewards, they will review requests any time that it appears to be a TAF worthy project. There is not a set meeting schedule.

Discussion over these requests began with David Currie asking about how the Art & Design computer lab worked. Myra Jones explained that this is typically not treated as an open computer lab. However, since the classes are so small, they do have students who come into the back and work while classes are in progress. They work with their own students and schedules to set times for the students to use the lab around and during classes, but they would not accommodate students in other fields using the lab. Since the closing of the Culp lab, the only other open lab on campus is in the Sherrod Library. Options have been sought to open a computer lab on the other side of campus but to no avail. Michael Laws mentioned the increase in fee. Karen King confirmed there was an increase of \$8.00 and she will be reviewing the five-year plan.

These requests do not need a motion or a second. All were in favor.

- b) Myra Jones discussed an issue that was recently brought to the attention of Karen King regarding the PASTA program. There was some concern as to whether or not faculty and staff could use a computer that has been surplused and issued out to K12 schools since it technically did not meet TAF guidelines. The subcommittee recommends that ITC recommends to PASTA that once the computers are surplused, they are no longer subjected to TAF guidelines and anyone at the school should be able to use the computers as needed. The internal auditors have agreed and approved this request as well. A motion was made from David Linville and Samuel Mayhem seconded. All approved.
- c) Myra Jones discussed Thin Client computers. 500 computers have been replaced this summer and all Thin Client computers will be gone from campus by the time the fall semester begins.

IX. New Business – Karen King

- a) Karen King discussed the encryption trigger words. With the 360 email, if the word “encrypt” is put in the subject line, it will encrypt that email and make it secure. Mountain States has a policy that is similar, except they use the word “secure”. Lindsay Daniel, HIPAA Compliance Office, asked if the University could add the word “secure” to the list, because that is what the practitioners are used to and Karen approved. The problem is that no one knows the University is doing this. If someone puts the word “secure” in the subject, it is encrypting it and no one understands why. Karen emphasized this should not be kept a secret as this has caused problems. The Vice-President for Student Affairs sent an email out to students titled “Secure Your Housing” and no one could open it. Karen asked Andrea Di Fabio to input and he mentioned that email is only encrypted when sent to a non-ETSU email domain; internal emails are not encrypted. Andrea recommends using both, however, the people on campus need to be told about it.
- b) eWaste Protocol will be discussed in September’s meeting.
- c) Karen King would like to change the format of the next ITC meeting with action items first to allow ample time for discussion, followed by information items and committee reports.

X. Old Business – None

Karen King adjourned the meeting at 12:18p.m.

Minutes submitted by: Vikki Hise