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2019 October 8 – Information Technology Council Minutes

East Tennessee State University

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Information Technology Council Minutes

President's Conference Room
October 1, 2019, 8:30 a.m.

I. Call to order/Approval of Prior Meeting's Minutes

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 am in the President's Conference Room, East Tennessee State University.
- b. Members present: Dr. Karen King, Anthony Johnson, Dr. David Currie, Andrea Di Fabio, Michael Laws, Dr. Tony Pittarese, Dr. Debbie Dotson, Tisha Harrison, Dr. David Linville, Myra Jones, Tami Baker. Members absent with permission: Dr. Sam Mayhew, Margaret Pate, Dr. William (Bill) Hemphill.
- c. Karen King called for a motion to accept and approve the August meeting minutes as posted. Dr. Tony Pittarese moved for approval, with a second by Dr. Tisha Harrison.

II. Action Items

- a. No action items

III. Discussion/Information Items

IV. Subcommittee Reports

- a. Web Steering Subcommittee – Michael Laws
 - i. The committee is scheduled to meet on October 1st to discuss the direction of the website.
 - ii. The Cleanup and Migration Project is going well with a pace of about 1-3 sites per week. There are approximately 275 websites that need to be followed up with as they have not begun the process.
- b. Research Computing Subcommittee – David Currie
 - i. Active Directory has been built in AWS, and the team is working to build organizations to handle projects and be able to assign users access.
- c. Technical Subcommittee – Andrea Di Fabio
 - i. The subcommittee has started using Microsoft Teams in order to better communication and have a central location for meeting notes and files.
 - ii. There is a 15-minute Screensaver Timeout policy that is being tested with further discussion to come after the final test case takes place.
 1. Will need to test with auto-logon kiosks
 - iii. Banner 9 employee self-serv is up and running in GoldLink.
 - iv. HR is looking to implement Banner's TRS.
 - v. Two employees were compromised at level of having their paychecks redirected.
 - vi. Working on a student wireless self-registration portal. Currently in test.
 - vii. Looking at some tools to make Z and Q drives available off-campus.



- viii. Xfinity on Campus and Apogee are being reviewed for streaming services in the residence halls.
 - ix. Security Awareness training software has been finalized.
 - 1. Need a communication plan before implementation
 - 2. Need to figure out a plan for what happens when the training isn't completed
 - x. Cyber Security Awareness month is October, and the Student Team is putting out materials and signs.
 - xi. Voicemail to email licenses are loaded onto the portal and will be rolling out in the coming weeks.
 - xii. Looking at issuing an RFP for an additional 10gigs of connectivity for the campus.
- d. Academic Subcommittee – Myra Jones
- i. No Report

V. CIO Announcements

- a. eSports
 - i. There is work being done to organize and eSports varsity team on campus. ETSU has already joined a national organization with other institutions to allow for competitions and access.
 - ii. The team will be competing in Overwatch and League of Legends to begin with and hopefully expanding from there.
 - iii. Currently working to make space available in the D.P. Culp University Center for the eSports team and equipment.
 - iv. Dell has sent a free eSports level machine for testing and to use for gauging interest. The plan is to have this machine in the Library and then the CPA to allow students the chance to use and provide feedback until the University Center reopens.
- b. MEAC Network
 - i. Working on a Service Level Agreement and project plan to bring the organization back to the ETSU network.
- c. App Armor/Safety App
 - i. ETSU Safe is now on the Apple App Store and the Google Play Store.
 - ii. This app will eventually be taking the place of the current AlertUs desktop application and other mobile communication systems for emergencies.
 - iii. The Web Team is currently working to migrate all of the modules in the ETSU app to the new ETSU Safe app.
- d. ERP Consultant
 - i. Strata will be on campus to meet with functional and IT groups to discuss Banner best practices.
 - ii. They will submit a report to the Executive Team for the University to review and discuss.
- e. ITS Annual Report
 - i. Currently developing with hopes of publication in the Spring.
- f. ETSU Online Enrollment
 - i. Online is up about 4% after Dual Enrollment is removed.



- ii. Working with EAB to launch a new initiative this coming week or so. They have been asked to work with just the data that has been purchased and/or provided through the affinity modeling and not utilizing any of our current student data.
- g. TOPdesk
 - i. This system will be replacing Remedy as the ITS ticketing system. Currently under development by the team.
 - ii. The goal is to make this system more user-friendly for all groups across campus by storing and reporting more and better data.
 - iii. ITS Roll-out is scheduled for December with a full-campus announcement to come in January pending the creation of the knowledge base.
- h. Classroom and Computer Lab Upgrades
 - i. Some labs have been experiencing slow logons for students – taking up to 10 minutes in some cases.
 - ii. Solid State Drives have been purchased for the library and Gilbreath labs and logon times were reduced to about 26 seconds.
 - iii. The plan will be to look at purchasing computers with Solid State Drives in the beginning and extending the rotation cycle for the labs from 3 years to 4.
- i. Printing Allocation for Students
 - i. Student allocation for printing increased this semester from \$25 to \$50 to allow for better service and availability.
- j. Integration of Teams with Banner
 - i. Microsoft Teams can be integrated with Banner to automatically create workspaces for communication, teamwork, and collaboration based on course enrollments.
 - ii. ITS is looking at what it would take to get working.
- k. Microsoft License Upgrades
 - i. During Fall Break, Faculty and Staff Microsoft licenses will be upgraded from an A1 to an A3. This will provide larger mailboxes, almost unlimited OneDrive storage space, and provide some personal analytics for users based on their email and calendar content and routines.
- l. ITS Consultant
 - i. Currently looking for proposals for a technology assessment to review the entirety of ITS. This will hopefully help the department find ways of doing things more efficiently.

VI. Action Items for Discussion

- a. 2 Factor Authentication for Students
 - i. Discussion tabled until more information can be provided to the Council regarding the plan for implementation.
- b. ITC Student Advisory board
 - i. Meeting on November 13th; 11:30-12:30 in the ATS Lab in Sherrod Library.
 - ii. Emails going out to former attendees, and also to ITC to request new names of attendees.



VII. **Focused Discussion**

- a. ITC Organization and Structure
 - i. Discussion tabled to the November meeting.

VIII. **Old Business – None**

IX. **Adjournment**

- a. Karen King adjourned the meeting at 9:57 am