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2019 December 5 – Information Technology Council Minutes

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Information Technology Council Meeting

December 3, 2019

Attendees: Karen King, Michaele Laws, Bill Hemphill, Debbie Dotson, David Linville, Myra Jones, Tammy Baker, Tony Pittarese, Andrea Di Fabio, Keith Davenport

I. Security Training Policy

- a. Posted on Teams for review and feedback
 - i. Mandatory training
 - ii. Ongoing training
 - 1. Spam email sent each month
 - 2. Phishing email sent each month
 - 3. Approximately 3,400 users receiving emails
 - 4. Send follow up email indicating the results of the users action
 - a. Helpful email, not punitive
 - 5. What are best practices
 - 6. Other universities have security training policy in place
 - 7. ETSU to have policy in place by July
 - 8. ETSU using KnowB4 product

Action Item: Concept endorsed by council. Address any issues then submit to compliance.

II. VPN Access

- a. Streamline process

Action Item: Review VPN Access form

III. IT Sub Committee

- a. Split the committee
 - i. Banner Committee – Teresa Laws
 - ii. Security and Network Committee – Andrea Di Fabio
- b. Data Standards Committee
 - i. Follow up chair of committee

Action Item: Data Standards Committee. Should this be a part of ITC?

IV. TAF Budget

- a. Spending plan in place
- b. Budget usually doesn't carry forward, but can due to timing
- c. Faculty/Staff Development TAF Index
 - i. Use for LinkedIn Learning Campus

- 1. Available to everyone on campus
 - a. Targeted toward students, but faculty/staff is included
 - d. Hard drive replacements in labs
 - i. Replacing hard drives with solid state drives and adding memory
 - 1. Enables lab computers to be replaced every 4 years instead of 3
- V. Web Steering Committee – Michael Laws
 - a. No Report
- VI. Research Computing Committee – David Currie
 - a. Windows 10
 - i. 804 computers with Windows 7 remain, exclusive of signage machines
 - ii. Users have been told ITS can be update computers at any time
 - iii. Users can request temporary network access, but only a temporary period of time
 - iv. Users on machines that can't be updated
 - v. Objective 20-25 computers updated a day
 - vi. Winter break
 - 1. Ask building coordinators to send email to leave machines on for updates
 - vii. Question: Data Loss during upgrades – None
 - viii. Question: Laptops on and off campus – laptops must be on campus, power on, plugged into network for upgrade
 - 1. Any problems, call ITS Help Desk or go to the Help Desk

Action item: David Currie received permission to force upgrades on non- essential machines. Essential machines would include, research, finance, clinical.

- VII. Technical Subcommittee – Andrea Di Fabio
 - a. Windows 7
 - i. 250 vulnerable
 - ii. 75 of the 250 gain information
 - iii. Windows 7 not supported will be high risk
 - b. Two Factor Plan for Students
 - i. Working on a plan

Action item: Andrea to provide Two Factor Plan for Students during February meeting

- VIII. Academic Subcommittee – Myra Jones
 - a. Suggest faculty participate in classroom discussions
 - i. What do they want/need

- ii. Invite people from each department once a semester to discuss wants/needs
 - b. ITS and Facilities collaborating to create classrooms and labs
 - IX. Announcements – Karen King
 - a. eSports
 - i. Website created. Not visible to public. Finalizing details
 - ii. Channel on Twitch
 - iii. Twitter Feed
 - iv. Large screen with dedicated space in DP Culp
 - v. Press Release
 - 1. Friday, December 6, 2019 at Sam Wilson 205
 - b. SGA
 - i. Karen will present eSports
 - c. Lamb Hall flooded
 - i. ITS – Labs and classrooms are ok
 - ii. Desk tops, laptops, keyboards, mouse – some damage
 - iii. Large amount of building and furniture damage
- X. Old Business
 - a. None
- XI. Next Meeting February 4, 2020
- XII. Meeting Adjourned