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4-7-2020

### 2020 April 7 – Information Technology Council Minutes

East Tennessee State University

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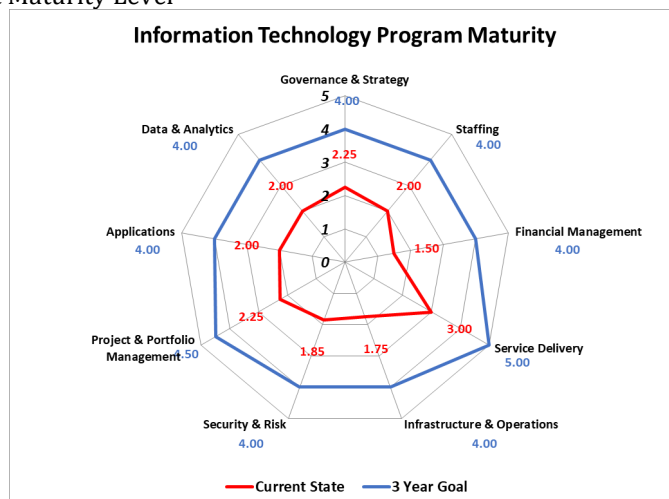
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## Information Technology Council Agenda

Zoom Meeting  
April 7, 2020, 8:30 a.m.

- I. Approval of Minutes February 3, 2020
- II. Action Items
  - A. Student 2FA – Di Fabio
    - i. Need to do modern authentication first, which will remove requirement for app password.
      - 1. Instructions for modern authentication are ready
        - a. Need to do a rollout campaign and plan
    - ii. Option to turn on MFA
      - 1. Should start with a campaign to ask students to turn it on themselves.
      - 2. If this campaign goes well we should work through a plan to turn on in the fall
- III. CIO Announcements/Discussion
  - A. Remote Work
    - i. Help Desk
    - ii. Switchboard
    - iii. ITS Full Staff Updates
    - iv. App Streaming with AWS Educate
      - 1. SAS for Epidemiology and Biostats
    - v. Z Drive Update
      - 1. Working on – nextcloud.etsu.edu. Next two weeks it will be ready – maybe.
  - B. Update on 2FA for Goldlink
    - i. Ready to turn on
  - C. IT Audit Update
  - D. TOPdesk ITSM – Jones
  - E. IT Consultant Report
    - i. Reviewed the following components
      - 1. Technology Environment,
      - 2. IT Staffing Levels and Organizational Structure,
      - 3. Infrastructure/network/security
      - 4. Customer service
      - 5. ERP Administrative Systems
      - 6. Academic and Instructional Computing Initiatives
    - ii. Current Maturity Level



- iii. Governance and Communication
  - 1. ITC Strategy and Function
  - 2. Increased Communication
  - 3. Data Governance Leadership



4. Recommendations
  - a. Thorough review of charter, mission, structure, and membership
  - b. Create definitions of roles and responsibilities
  - c. Increase awareness of governance organization
  - d. Develop a communication process
  - e. Review subcommittees
  - f. Expand Banner subcommittee
  - g. Conduct an internal awareness campaign
5. IT Strategic Plan

Looking at ITC structure and how to create cross-functional groups. Need to post decisions on the web.

Working on creating a formal strategic plan.

Look at ITC and subcommittees

Update site to reflect decisions made

Review and make recommendations for revision of ITC

Look at who needs to be on the group

Reports from the consultant that people are not aware there is an ITC

#### IV. Subcommittee Reports

- A. Web Steering Subcommittee – Michael Laws
- B. Research Computing Subcommittee – David Currie
- C. Security and Network Subcommittee – Andrea Di Fabio
- D. Banner Subcommittee – Teresa Lawson

INB should be gone soon.

AACROA had 20 recommendations

Prioritizing those, including CRM needs

Common matching is a priority now

- i. Strata outcomes
- ii. AACROA outcomes
- E. Academic Subcommittee – Myra Jones

#### V. Old Business

- A. Java License – Di Fabio

Issues across campus. No update but need to keep on the list. What requires Java? What versions are installed on university computers.

#### VI. New Business, Announcements, Updates

#### VII. Adjournment