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### 2020 May 5 – Information Technology Council Minutes

East Tennessee State University

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## Information Technology Council Agenda

Zoom Meeting  
May 5, 2020, 8:30 a.m.

- I. No Minutes from April Meeting (Revised) April minutes posted in Teams.

Present: Tami Baker, Bonnie Burchette, David Currie, Debbie Dotson, Andrea Di Fabio, Tisha Harrison, Bill Hemphill, Myra Jones, Karen King, Michaele Laws, Teresa Lawson, Margaret Pate, Tony Pittarese

II. Action Items

A. Activation of default AWS accounts for all Faculty/Staff – Currie  
General support for this plan but there are questions regarding implementation.

Action:

Need to create a proposal and plan in writing and bring forward in future meeting for approval.

Include:

- Complete details in writing
- What happens during account creation? Emails sent to all faculty/staff?
- How will accounts be removed when people leave the university?
- Who is responsible for information left in the account? Process?
- Establish approval process to use services. Currently IRB approves. Departmental approval?
  - Billing – want to ensure that department would not be charged without internal approval
  - Timely – department should be informed of any charges in a timely manner. Explore ability to set up limits.

B. Modern Authentication Activation – Di Fabio

Everyone will be disconnected from Outlook. End users will need to reauthenticate.

\* Approved to move forward on May 12.

Pittarese motion, Hemphill second.

- ITS will notify campus.
- College of Nursing conducting intensives on May 12. ITS will notify dean of College of Nursing.

III. Announcements/Discussion

A. 2FA for Goldlink Students – Di Fabio

B. 2FA for Office 365 Students – Di Fabio

Reported that only 0.1% of employees have had issues.

Request to turn on for incoming students and/or implement for students over the summer.

Discussion:

Not appropriate to cause any difficulties during registration, advising, orientation. Develop plan to implement for all sometime during fall semester after 14-day census.

Action:



- Di Fabio should meet with the student success group meeting (Sam Mayhew) meeting on Mondays to discussion implementation timeline and communication plan that will cause least amount of disruption.
- Return to ITC with written proposal for fall implementation.
- Develop policy/written procedure for implementation for ITC approval.

### C. Banner 8 Decommission – Di Fabio

Scheduled for May 31, but this date is subject to change. Lawson working on plan to communicate.

### D. Security Awareness Training – Di Fabio

Will enable for ITS staff only this week. A simulated phishing email will be sent out. Develop communication and send something to all faculty and staff next week.

### E. Departmental Accounts in GoldLink 2FA – Di Fabio

Departmental accounts were not addressed as part of the faculty/staff 2FA implementation.

Discussion:

Other complex issues that involve departmental accounts.

Action:

Return to ITC with written procedures and documentation of actions.

### F. Banner Record Changes – Di Fabio

Group meeting to discuss which record changes in Banner would initiate a notification to the end user. Representatives from ITS, Human Resources, and Financial Services will meet to discuss and establish guidelines.

### G. Panopto – Jones

Tegrity lecture capture no longer available. License for Panopto currently in Procurement office.

- Enhanced features such as captioning, ability for student to create and upload videos.
- Communication plan in development. Timeline announced when purchase is complete. Faculty using Tegrity have already received communication

### H. Parking Sensors – Jones

Existing technology is out of date and will be replaced. Working with Facilities and Office of Procurement for contract approval. TAF will pay majority, with Facilities helping. Parking Services will oversee project with implementation taking place over summer.

### I. Regarding Fall 2020 semester classes – Hemphill

- i. Any/all classes that have a lecture component need Zoom access within D2L as the default (such as was provided post-Spring Break). This will allow appropriate social distancing early and throughout the Fall semester and make any necessary "campus closings" relative seamless. Practically, this means that all classes are, in effect, now on-line or hybrid as a default and the "on-line fee" structure is or should be obsolete (with that loss of revenue, but so it goes). Faculty can also start migrating Fall content to the on-line platform during the summer
- ii. The University must have a published policy that explicitly states that, going forward, there is some expectation that students will have suitable Internet access with a "real" computer (desktop, laptop, netbook, Chromebook, etc.) and not just a mobile device (e.g., cell phone, tablet, etc.) with limited interactivity.

Not only laptops but connectivity is a big issue for our students. No current action on this. ITS is open to any ideas or suggestions.



\*Bill Hemphill has Plexiglas that was donated from Eastman left over from his mask project.

#### IV. Subcommittee Reports

##### A. Web Steering Subcommittee – Michaele Laws

Working to combine websites for the Offices of Financial Aid and Scholarships over the summer. Plan is to migrate and combine these two sites.

##### B. Research Computing Subcommittee – David Currie

Technology research applications due to AWS on 6/21. Appropriate for many different projects – HPC, mobile development, app development, anything with technology. Indications that applications would stand a good chance of receiving compute allowances from AWS.

##### C. Security and Network Subcommittee – Andrea Di Fabio

##### D. Banner Subcommittee – Teresa Lawson

###### i. Strata outcomes

###### ii. AACROA outcomes

Going through the lists from Strata, chipping away at those items. Making progress on common matching. This has been an ongoing project but they have made improvements. Working through the consultant list

##### E. Academic Subcommittee – Myra Jones

#### V. Old Business

##### A. Java License – Di Fabio

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

#### VII. Adjournment