East Tennessee State University

Digital Commons @ East Tennessee State University

Information Technology Council Agenda and Minutes

Agendas and Minutes

11-3-2020

2020 November 3 - Information Technology Council Minutes

Information Technology Council, East Tennessee State University

Recommended Citation

Information Technology Council
Minutes

Zoom Meeting
November 3, 2020, 8:30 a.m.

I.   Call to order
a.   Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 am in a Zoom Conference, East Tennessee State University.
b.   Members present: Dr. Karen King, Tami Baker, Leisa Brown, Joe Chappel, David Currie, Deborah Dotson, Trisha Harrison, Bill Hemphill, Myra Jones, Michaele Laws, David Linville, Margaret Pate, Tony Pittarese, and Beth Wiley.
c.   Members absent with permission: Bonnie Burchett.
d.   Invited special members: Bill Ouchark and Zeeshshan Kazmi from Campus Works.

II.   Action Items

a.   Approval of Minutes from August 4, 2020

Karen King call for motion to accept and approve the August meeting minutes as posted. David Linville moved for approval, with a with by Bill Hemphill.

b.   Computer Idle Time – Karen King

Karen King discussed proposal to implement computer locking after 15 minutes of inactivity for information security purposes. This would remove the ability to change the default setting, except on any computers granted an exception. Sensitive situations may require exceptions: research laboratories, board meetings, conference rooms, etc. This process enforces screen timeout and will not affect anything running in the background. Exceptions can be requested and tracked through the ITS Help Desk. Formal communication plan to be implemented after approval through University Council, including an email from Karen King to faculty and staff asking them to confirm working computers on go live date. Karen King called for a motion to approve with added communication plan. Bill Hemphill moved for approval, with a second from Deborah Dotson motioned. All present voting members were in favor.

c.   Data Governance Subcommittee – Karen King and Joe Chappell

Data Governance Subcommittee charge document included in ITC Teams site. Karen King will send official invitation to subcommittee members. Karen King called for a motion to approve charge document and membership. All present voting members were in favor.

III.   Subcommittee Reports
a.   Web Steering Subcommittee – Michaele Laws
     i.   Update on Graphical user interface occurring on November 9, 2020.
b.   Research Computing Subcommittee – David Currie
     i.   Seeking modification to the Research Data Storage and Backup Plan through the Research Advisory Plan to incorporate the possibility that data can be backed up and stored in SharePoint.

      ii. Remote desktop access set up for some students to access computer lab software from home through Amazon AppStream. Need to ensure separation of some machines between colleges.

      iii. Evaluating options for replacement of advanced computing options through the closure of the Advanced Computing facility.

  c. Security and Network Subcommittee – Zeeshan Kazmi

      i. Data governance issues identified through review of ITS security department incidents. Creating a process and asking people to rate the damage if data is exposed or modified without authorization. Develop a system to evaluate different levels of risk.

      ii. All incidents assigned to information security group are related to governance, VPN, or MAC address issues. There is a process problem affecting both staff/faculty and ITS staff. KK- add to agenda for ITS leadership team.

  d. ERP Subcommittee – Beth Wiley

      i. No update

  e. Academic Subcommittee – Myra Jones

      i. Blackboard appears to be successful awardee for TBR LMS contract. APSU has issued letter of intent to D2L through their RFP process. Our intent is to stay with D2L whether through APSU or TBR. ETSU will have a separate instance regardless of which contract we use.

  f. Data Governance – Joe Chappell

      i. No update.

IV. Announcements/Discussion

  a. Updates –Ouchark

      i. Multi line Telephone System so calls can be more specific than just showing Campus, need to show Building and Room.

      ii. Outdoor Wi-Fi

      iii. Quad Phase one is complete, Phase 2 under CRF grant, should be complete in a few weeks.

      iv. MountaiNet Secondary Connectivity

      v. RFP completed. Going from 3.5 to 10 GBs

      vi. Change Request Modifications

      vii. Phone Upgrade

      viii. Changed Telecom Process Form to individual forms into 5 workflows.

      ix. Upgraded Servers behind phone System, in process of being finalized.

      x. Can forward office phones to cell phones

      xi. Customizations

      xii. ESS Projects

      xiii. Testing. January in Prod.

      xiv. E911

  b. Updates – CIO

      i. ITS Retirements/Budget Considerations

      ii. 5 people Retired from ITS, may/may not fill all positions

      iii. Project Management Process

      iv. All Projects to go through Project Management

      v. FBI Update

      vi. Devices to be put on our network for added protection.

      vii. Meeting with Faculty Senate and SGA

      viii. Faculty Server

      ix. ETSU Health

   x. Keeping eye on numbers for Covid.
   xi. MEAC adding to ETSU network.
  c. Information Security Engineer
   i. EAB Recruitment and Retreat
   ii. D2L Feedback
   iii. Staying with D2l - TBR Contract

V. **Old Business**

  a. 0365 and Goldlink 2FA for students – on hold

VI. **Adjournment**

  a. Karen King adjourned the meeting at 9:47 am