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2021 January 5 – Information Technology Council Minutes

East Tennessee State University

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East Tennessee State University, "2021 January 5 – Information Technology Council Minutes" (2021).

Information Technology Council. 27.

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Information Technology Council

Minutes

Zoom Meeting

January 5, 2021 - 8:30am

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. The roll was called by Rhonda Broyles.
 - i. Members present: Tami Baker, Joe Chappel, David Currie, Deborah Dotson, Tisha Harrison, Bill Hemphill, Karen King, Michael Laws, David Linville, Bill Ouchark, Margaret Pate, Tony Pittarese, Beth Wiley.
 - ii. Members absent: Bonnie Burchett, Myra Jones, Zee Kazmi.

II. Action Items

- a. Approval of Minutes from [November 3, 2020](#)
 - i. Karen King call for motion to accept and approve the November meeting minutes as posted. David Linville moved for approval, with a second by Debbie Dotson.

III. Subcommittee Reports

- a. Web Steering Subcommittee – Michael Laws
 - i. Website migration ongoing
 1. Bill H. commented on the public access link to search classes
 - ii. Financial Aid/Scholarship websites combined & upgraded to new template
 - iii. Tuition estimator is now live
- b. Research Computing Subcommittee – David Currie
 - i. Student computer lab re-imaging is mostly complete
 - ii. Student remote access to computer lab update is ready to test
 - iii. 16 Windows 7 ESU licenses are available on campus for 2021
 1. Will not be able to support Windows 7 in 2022 & users will be notified

- iv. Pittsburg Supercomputing Center “grant” at CMU via XSEDE
 - 1. 50,000 service units (core hours) available
- c. Security and Network Subcommittee – Zee Kazmi
 - i. No report.
- d. Banner Subcommittee – Chair Beth Wiley
 - i. Upgrades ongoing
 - ii. Karen mentioned RFP for ERP system is being drafted
 - 1. Should be released in February
 - 2. Need a review team
- e. Academic Subcommittee – Myra Jones
 - i. No report.
- f. Data Governance – Joe Chappell
 - i. Karen sent official invitations to subcommittee members

IV. Announcements/Discussion

- a. Updates – CIO
 - i. Personnel changes and actions
 - 1. Campus Works consultants Bill & Zee
 - 2. Database Administrator & Server administrator resigned
 - 3. Contract with CW for DBA support
 - 4. Received quote from Ellucian for additional support
 - 5. Cross training & areas of expertise
 - 6. Project management is tracking accomplishments & prioritizing tasks
 - ii. Accomplishments
 - 1. Online has seen 215% growth since tracking began in 2008
 - 2. Moved from Tegrity to Panopto for lecture capturing in classrooms
 - 3. Zoom recordings will automatically move to Panopto which has unlimited storage
 - 4. CRM implementation
 - 5. Digital signage campus wide
 - 6. Converted all video conference rooms to synchronous classrooms
 - a. Bill H. Commented on classroom mic’s & quality of audio
 - 7. Completed addition of cameras to all classrooms to be zoom ready
 - 8. Purchased 62 laptops, 200 hotspots & 50 webcams for checkout
 - 9. ATS support
 - 10. AppStream
 - 11. Outdoor WiFi complete with 200+ access points & upgraded switches
 - 12. Second 10GB connection is now live
 - 13. Upgrading VoIP phone service for availability of soft phones

14. Working on 2FA

iii. Challenges

1. Personnel

b. Updates – Interim Assoc. CIO

i. TeamDynamix project tracking located in files

ii. Impact of ITS personnel changes on projects (current and upcoming)

iii. Current project load, including current key project priorities:

1. ESS

a. Banner patching

b. Tax season prep

c. Degree Works

d. FsaATLAS

e. TalentLMS

f. InfoEd

2. Network/Telecom/Servers

a. MEAC (completing network/wifi, server orders & installation)

b. The Mill will be online in 2-3 weeks

c. Culp/Lamb renovations

d. Jabber (VoIP soft client)

e. Supported covid drive thru setup in parking garage

3. All

a. VPN 2FA

b. Audit finding remediation

b. Updates – Interim CISO

c. Updates – Interim Assoc. CISO

i. Michaele Laws is taking over Banner security (Karen)

V. Old Business

a. None.

VI. New Business, Announcements, Updates

- a. None.

VII. Adjournment

- a. Karen King adjourned the meeting at 9:27am.