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### 2021 February 8 – Information Technology Council Minutes

East Tennessee State University

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# INFORMATION TECHNOLOGY COUNCIL

## MINUTES

### Zoom Meeting

February 8, 2021 – 1:00pm

#### 1. Call to Order

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 1:00pm in a Zoom Conference East Tennessee State University.

#### 2. Attendance

- a. Members present: Tami Baker, Joe Chappel, Deborah Dotson, Tisha Harrison, Bill Hemphill, Myra Jones, Zee Kazmi, Karen King, Michaele Laws, Zee Kazmi, David Linville, Bill Ouchark, Margaret Pate, Tony Pittarese, Beth Wiley.
- b. Members absent: Bonnie Burchett, David Currie.
- c. Invited guests: Rhonda Broyles, Candy Massey, Gabe Thomas, Vince Thompson.

#### 3. Action Items

- a. Approval of Minutes from [January 5, 2021](#)
  - i. Karen King called for a motion to accept and approve the January meeting minutes as posted. David Linville moved for approval and after a second and all in favor, the minutes were approved.

#### 4. Announcement / Discussion

- a. Updates – CIO
  - i. D2I Contract signed
    1. Some tools available soon
    2. Moving to a separate server and purge some classes
  - ii. Organizational Updates
    1. Bill Ouchark and Zee Kazmi's Campus Works contracts expire June 30, 2021
    2. Michaele Laws will lead the ESS group and work with Bill through June
    3. Rob Nelson will lead the Networking and Telecom groups
    4. Steve Webb will move into a leadership role and become part of the executive team
    5. Planning to extend Campus Works CISO contract
    6. Exploring a Campus Works contract for network assessment architect
  - iii. Cares Funding Proposals
    1. APPSTREAM 2.0 and Remote Access to Computer Lab Software
      - a. Adobe license not available in any type of virtualization
    2. Install and update classroom equipment to allow for remote teaching
      - a. Some classrooms need cameras
    3. Purchase two UV Cleaning Cabinets

4. Phase 2 Outdoor WiFi coverage
  - a. Intramural fields and surrounding areas requested
  - b. Discussion regarding number of students using hotspots, laptops and peripheral WiFi and any related ongoing costs
- iv. Security tools, Discussion
  1. Prioritization of projects – Gabe / Candy
    - a. Methods to submit a project posted in Teams folder [ITS Project Management Request Methods](#)
    - b. For the last six months have been utilizing new project management tool to bring all projects together in one unit for efficiency, collaboration, coordination
    - c. Goal is one intake channel to assess project requests and prioritize and assign based on certain criteria, balancing across all departments
    - d. List of ongoing projects in queue are available on PM website
    - e. Procurement process
      - i. ITS included to review software security needs to assess possible risks and availability of other tools
      - ii. Anticipate building a repository of systems and software
      - iii. Relying on ITC to provide counsel and information
  2. Win7 on campus – Vince / Zee
    - a. ESU licenses on 15 machines and identified four others while working to upgrade or block six to eight additional machines
    - b. The deadline to purchase an ESU license is February 15, 2021
    - c. Computers without an ESU license will be removed from the ETSU network on February 15, 2021
    - d. All Windows 7 computers will be blocked from the ETSU network after December 31, 2021
  3. Email for life
    - a. Legal implications and licensing issues
    - b. To propose not to continue for Alumni and Emeritus
    - c. Discussion regarding retention of data, what data would be available/removed, PR issue, role-based email address, separate domain and access to GL for tax documents  
***ACTION ITEM: Start a discussion, talk to others and bring back advice next month and draft a proposal the following month.***
  4. Approval required for access to email after employee termination
    - a. Discussion regarding employee policy, D2L policy, onboarding, who should be given access (director/supervisor or chair) and obtaining approval from legal
  5. Desktop admin rights
    - a. Tabled until next meeting
  6. Banner access - security process documented for functional units
    - a. Tabled until next meeting

- b. Updates – Interim Assoc. CIO
  - i. Review & prioritization of projects/programming requests, including discussion of intake, evaluation to proceed, and prioritization (by department)
  - ii. Softphone rollout plan
    - 1. Now referred to as a Cloud Phone
    - 2. Being tested by pilot group
    - 3. Proposals on phone costs
    - 4. Must have a handset – Cloud Phone is not a replacement for handset
    - 5. Calls going to university phone goes to employee’s device(s)
  - iii. CRM update
    - 1. TargetX upgrade due to Salesforce update
  - iv. DegreeWorks update
    - 1. Update the weekend of February 20-21
- c. Updates – Interim CISO
  - i. Proposed strategy and Roadmap Draft in review
    - 1. Posted in Teams folder [ETSU Cybersecurity Framework](#)
    - 2. Will present next meeting
  - ii. High Priority focus on Vulnerability Remediation / Backups
    - 1. Asset management for vulnerability, deterrence, restoration
  - iii. Removal and Remediation of deprecated OSes (XP, 7, 2003, 2008)
  - iv. Exposure on 2FA for VPN and RDP
    - 1. Re-enable, education, enrollment, rollout
    - 2. Proposed DUO if MS don’t work
  - v. Implement MDR service for logging, detection, and response
  - vi. Fortifying the settings on existing Firewalls, Cisco AMP, and Umbrella
  - vii. SSO Integration to streamline employee termination access revocation
  - viii. Review of Regulatory frameworks and policy prioritization
  - ix. User Awareness Training
  - x. PII Protection on Banner DB
  - xi. NIST discussion

5. **Subcommittee Reports as Needed** – None

6. **Old Business**

- a. 2FA for Students
  - i. Tabled until next month

7. **New Business, Announcements, Updates** – None

8. **Adjournment**

- a. Karen King adjourned the meeting at 2:33pm after a motion by Bill Hemphill and a second by Debbie Dotson.