East Tennessee State University

Digital Commons @ East Tennessee State University

5-5-2023

2023 May 5 - Information Technology Council Minutes

Information Technology Council, East Tennessee State University

Recommended Citation

Information Technology Council

Minutes

Zoom

May 5, 2023 – 8:30 a.m.

1. **Call to Order**
   a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 a.m. in a Zoom Conference at East Tennessee State University.

2. **Attendance**
   a. Members present: Rob Archer, Jeff Blanton, Joe Chappell, David Currie, Tom Donohoe, Wendy Eckert, Bill Flora, Adam Greever, Bill Hemphill, Stephen Hendrix, Keith Johnson, Myra Jones, Karen King, Mike Lehrfeld, David Linville, Candy Massey, Rob Nelson, Roslyn Robinson, Steve Webb, Beth Wiley, Jonathan Wilson.
   b. Members absent: Doug Burgess, Michelle Byrd, Lindsay Daniel, Rebecca Lewis, Mason Mosier, Margaret Pate, Dan VanZant.

3. **Action Items**
   a. Approval of ITC Minutes Jan. 20, 2023.docx
      i. Karen King called for a motion to accept and approve the January meeting minutes as posted. David Linville moved for approval with a second by Stephen Hendrix and the motion carried.
   b. Proposal to remove small applications – Mike Lehrfeld & David Currie
      i. Purpose, background, example document in Teams, defense protocol, third-party software applications will be reviewed for vulnerabilities and legitimate purposes and removed from machines as needed, a blacklist will be created, and software apps will be presented to ITC each month.
      ii. **Action**: Rob Nelson brought a Motion from the Network and Security Subcommittee to communicate to ITC those apps that have been blocked or need to be blocked. No second was needed, and the motion carried.

4. **Information Items**
   a. Project Management Report – Candy Massey
      i. ITS Unit Priority List
      ii. Closed Projects for 2023
      iii. New Projects 2023

b. Windows 11 – Candy Massey
   i. Will be on all pc's purchased as of May 1, 2023, and Lab pc's will be imaged in Spring of 2024.
c. Password Policy – Mike Lehrfeld & Rob Nelson
   i. Summer 2023 password policy revision to separate out procedures and will bring policy to ITC.
   ii. Bill stated the faculty senate handbook committee (Bill Hemphill, Stephen Hendrix, Susan Epps, Ginni Blackhart) is updating the handbook which has a section on ITS policies and procedures. Susan Epps is coordinating. Mike will follow up with Bill and reach out to Dr. Epps.
d. Alumni Email – Mike Lehrfeld
   i. Google changed its policy on storage, out of 100,000+ accounts have heard from less than 400, Help Desk has info in TOPdesk, one more email reminder will go out next week and will delicense accounts on June 1, 2023.
   ii. Alumni office praises effort, scripts will be ready to run in Banner, not removing Emeritus, reviewing former students and employees accounts.

5. **Discussion Items**
   a. Meetings
      i. Next regular scheduled meeting is in two weeks (5/19) and will be cancelled.
      ii. Will meet at least once via zoom only during summer break (6/16, 7/21, 8/18).
   b. Procedure to secure OTP keys to desk for MFA for student workers and reset passwords each semester– Karen King
      i. Students use generic accounts (40-50) for advisement, students should only have access when needed, supervisors should be logging in for students and reset passwords each semester, can be a FERPA violation if certain info is accessed, reviewing and will bring a solution back to ITC.
   c. Mandatory security awareness training non-compliance and closing 2022 training – David Currie & Mike Lehrfeld
      i. Reminders went out every five days since early October, will send three final notices to complete, will close training May 31, 2023, and reopen in October 2023, considering a penalty for non-compliance, having mandatory guidelines discussion with Lindsay Daniel and Lori Erickson. Suggestions to include Carly Williams as FERPA training was set up, ask UMC to highlight on the website, notify supervisors of non-compliant employees, single dashboard for required trainings (Oracle has tool but not included in current scope), cut off their network access.
   d. Azure project vision – Mike Lehrfeld
      i. Partnering with JourneyTEAM to look at things done in MS Cloud, heavy investment in MS licensing, ability to access digital information from anywhere, how to better the life for faculty, staff, and students.

      ii.   Not looking to override research needs or lose intellectual property but help provide confident data storage for diverse populations on campus, ETSU does not have the ability to go after personal computers, ETSU owns emails, etc. placed on personal devices.

  e. Department shared email accounts – Myra Jones & Steve Webb
      i.   Will define account types and stick to them, need a way to get email to more than one person, will start charging for departmental accounts, have full access to O365, department accounts will have MFA and multiple people will have access, passwords to be reset annually.
      ii.   Communication going out on May 15, 2023 to 401 account owners to select one of four options, decision deadline is September 15, 2023, annual fee to begin being assessed to departments on October 1, 2023.

6. **CIO Updates**
  a. Attached in folder and can be viewed individually due to time constraints.

7. **Subcommittee Reports**
  a. Academic/Instructional Technology Subcommittee – Myra Jones, Dan VanZant
      i.   No report.
  b. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld
      i.   Reviewing options for new phone system, phone/fax/text with one number, current phone and billing system is five years old. Rob will provide an update in the next ITC meeting. Karen will work with Christy Graham on the chargeback process and JV manual billing process. Subcommittee minutes posted in Teams folder.
  c. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
      i.   Student Information System Task Force in place to look at student piece. Subcommittee minutes posted in Teams folder.
  d. Research Technology Subcommittee – David Currie, Wendy Eckert
      i.   Environment available in AWS allows researchers to provide unlimited computer power. Subcommittee minutes posted in Teams folder.
  e. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
      i.   Subcommittee minutes posted in Teams folder.
  f. Data Governance Subcommittee – Joe Chappell, Tom Donohoe
      i.   Subcommittee minutes posted in Teams folder.

8. **Old Business -** None

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

10. **Adjournment**
    a. The meeting was adjourned at 10:01am.