East Tennessee State University

Digital Commons @ East Tennessee State University

Information Technology Council Agenda and Minutes

Agendas and Minutes

6-16-2023

2023 June 16 - Information Technology Council Minutes

Information Technology Council, East Tennessee State University

Follow this and additional works at: https://dc.etsu.edu/itc-agendas-minutes

Part of the Higher Education Commons

Information Technology Council

Minutes

Zoom

June 16, 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, Doug Burgess, Joe Chappell, David Currie, Adam Greever, Bill Hemphill, Stephen Hendrix, Keith Johnson, Myra Jones, Karen King, Mike Lehrfeld, David Linville, Candy Massey, Rob Nelson, Margaret Pate, Roslyn Robinson, Steve Webb, Beth Wiley, Dan VanZant, Jonathan Wilson.
   b. Members absent: Michelle Byrd, Lindsay Daniel, Tom Donohoe, Wendy Eckert, Bill Flora, Rebecca Lewis, Mason Mosier.

3. **Action Items**
   a. Approval of Minutes from May 5, 2023
      i. Karen King called for a motion to accept and approve the May 2023 meeting minutes as posted which were moved for approval with a second by Stephen Hendrix and the motion carried.

4. **Information Items**
   a. Project Management Report – Candy Massey
      i. ITS Unit Priority List
      ii. Close Projects for 2023
      iii. New Projects for 2023
   b. New phone system – Rob Nelson
      i. Contract is with Legal; see slide RingCentral @ ETSU.pptx in Teams folder; current Cisco system is analog, emergency poles, courtesy phones; today's student experience is different; ability to have one number, goes to email, will

> improve campus infrastructure and remote experience; faculty and staff communication, teams collaborate via text, faxes go to email, unified communications, uses zoom, choice to have a phone or not, contact centers; Ring Central is a leader and visionary; ability to encrypt PI, etc.; budgets should be the same; will have a discussion regarding chargebacks (JV's); video platform integrates with D2L; December timeline for implementation.

    c.   JourneyTEAM project – Mike Lehrfeld

        i.   MS implementation partner; current: operating system, office suite, access to shared documents, email, phone, etc.; looking at getting rid of VPN (will still have access available from remote areas), utilize OneDrive more, migrate data, better telemetry, use Intune to find devices needed for security; will enhance, not limit, how people work.

    d.   Alumni email – Mike Lehrfeld

        i.   Delicensed 100k+ accounts, issued 500+ account extensions to July 11, less than a dozen were granted long term extensions; mark preferred email in Banner, alumni email marked inactive in Banner, need preferred email to replace removed alumni email.

    e.   Email and password update – Mike Lehrfeld

        i.   Annual review of policies, will separate procedures from policies, will move through the appropriate sub-committee and be brought to ITC.

        ii.   David Linville said he appreciates the enhancements and the move to advance the IT mission.

    f.   Departmental accounts update – Adam Greever

        i.   Licensed department accounts, basic functionality, now have more capability; will bill in October; MFA will be enforced on department accounts, use authenticator app for up to 5 people; those that choose the option with $120 charge will receive 1TB OneDrive; email or full licensed account, anything in between will be denied; find ways to provide functionality (Power BI, MS baseline services, Steve Webb and Joe Chappel can work together for BOT).

        ii.   See <u>Dept Account Update.docx</u> in Teams folder for more information and available options.

5. **Discussion Items -** None

6. **CIO Updates**

     a.   Will cancel July meeting. Next meeting will be August 18.

     b.   Unit Accomplishments and Investments

         i. See <u>ITC May 5, 2023.pptx</u> in Teams folder.

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. Met May 18, no software requests for removal at this point, MOVEit software hack on news yesterday is an example, scanned and was not on ETSU network.
   c. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
      i. No report.
   d. Research Technology Subcommittee – David Currie, Wendy Eckert
      i. No report.
   e. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
      i. No report.
   f. Data Governance Subcommittee – Joe Chappell, Tom Donohoe
      i. No report.

8. **Old Business -** None

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

10. **Adjournment**
    a. The meeting was adjourned at 9:44am.