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2024 April 26 - Information Technology Council Minutes

Information Technology Council, East Tennessee State University

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Information Technology Council

Minutes

Zoom Conference

April 26, 2024 – 8:30 a.m.

1. Call to Order

- a. Karen King called the meeting of the Information Technology Council to order at 8:30 a.m. via a Zoom conference at East Tennessee State University.

2. Attendance

- a. Members present: Rob Archer, Jeff Blanton, Michelle Byrd, Joe Chappell, David Currie, Tom Donohoe, Bill Flora, Adam Greever, Bill Hemphill, Stephen Hendrix, Keith Johnson, Myra Jones, Mike Lehrfeld, David Linville, Candy Massey, Rob Nelson, Margaret Pate, Dan VanZant, Steve Webb, Beth Wiley, Jonathan Wilson
- b. Members Absent: Samuel Adenekan (SGA), Doug Burgess, Lindsay Daniel, Phillip Davidson (SGA), Wendy Eckert, Rebecca Lewis, Roslyn Robinson

3. Action Items

- a. Approval of ITC Minutes from February 23, 2024
 - i. Karen King called for a motion to accept and approve the January 2024 meeting minutes as posted followed by a second and the motion carried.
- b. Enhance Account Security – Mike Lehrfeld
 - i. Stricken from agenda – see `Action Item c below`.
- c. Dormant Accounts – Steve Webb & Mike Lehrfeld
 - i. Cleaning up accounts to help with security posture, after a year of inactivity with association with ETSU and annually after April 16 taxes, not AD accounts, don't have associated emails, transcripts and alumni emails, alumni email has moved, and transcript generation has changed, Luminis to GoldLink required 70k accounts in AD which are still present.
 - ii. Discussion – students need the ability to retrieve tax documents and unofficial transcripts, Registrar's office provides official transcripts without any need to login to a system and at no charge, why not remove after 4/6 months instead of a year, amended to July 1 date. Accounts can be recreated through the ITS Help Desk.

- iii. Motion – from Network & Security subcommittee to remove dormant accounts now and annually on July 1. Second – Bill Flora. **Motion carried.**

4. Information Items

- a. Project Management Report – Candy Massey

- i. ITS Unit Priority Report
- ii. New Projects for 2024
- iii. Closed Projects for 2024

- 1. Discussion – concern for future of storage for the PASTA program due to the current space being reallocated for Mechatronics program, PASTA storage will need to be moved and is being discussed, Provost may be looking at move to Kingsport, PASTA provides an important service regarding disposal of hardware and STEM school students work on them, retiring end of life machines that store data is covered under the Data Lifecycle Management Policy.

- iv. DocuSign update

- 1. Enterprise license purchased with number of envelopes necessary for HR and Financial Services move into Voyager, other departments can use if licenses are available, can add additional licenses, could be charges but would be less than purchasing direct, ready in test environment, branding and SSO setup, workshops are available, go live is May 1.

- b. SSPR Implementation – Myra Jones

- i. Self Service Password Reset, roll out popup verifies accuracy and doesn't require a password change, provides the ability for ETSU users to reset their password through Microsoft rather than ETSU password page.
- ii. Members present agreed to help test, will be added to SSPR group on April 30, if no issues reported will communicate through BucWire on May 14 and apply to all accounts on May 21.

- c. Microsoft Storage – Steve Webb

- i. Storage options were initially 1TB per user for each account with A3 license which gave us 14.63PB of available storage, August 2023 announced the end of this storage allotment, on renewal or by August 2024 a new formula will be utilized to calculate pooled storage amount: $100 \text{ TB} + (\text{number of A3 users} \times 50 \text{ GB}) + (\text{number of A5 paid users} \times 100 \text{ GB}) + (\text{additional storage purchased}) = \text{capacity/limit}$.
- ii. MS justification is to reduce security risks, minimize environmental impact and additional storage available for purchase in 10Tb blocks for \$300 per month.
- iii. Current usage is 221.92 TB of 262.26 TB (84.62%) used. Current quotas are 1TB OneDrive and 100GB Exchange for faculty, staff and students, shared mailboxes are 50GB Exchange and paid dept accounts are 1TB mailboxes and 100GB Exchange. Proposed quotas are 100GB OneDrive and 50GB Exchange for faculty, staff and students, shared mailboxes are 25GB Exchange and paid dept accounts are 100GB mailboxes and 25GB Exchange. Possible savings of \$14,400 if top

5000 users (283) and \$3600 if users of more than 50G (143) if users would clean up storage. Could encourage good stewardship by emptying recycle bins of items deleted over 30 days and adjust OneDrive retention for deleted employees and students that currently have 365 days of retention. Just moved Q drive to OneDrive and considering moving S drive to OneDrive. Benefit of OneDrive is convenient to access, benefit of S drive is required backups in place, working on always on VPN for access, OneDrive has versioning; sensitive data research is stored according to policy and HIPAA approved drives, use AWS and airgaps. Need to consider options and costs. Suggested to present info to Staff and Faculty Senate.

- d. Student Advisory Subcommittee Update – Adam Greever & Jonathan Wilson
 - i. Student representatives, topics include wi-fi in certain areas, Apogee in student housing, cell service, vpn, printing, AppStream, computers in labs, AI tools, available technology; library additions to include small digital media lab, VR space, sound booth.
- e. Technical Tabletop Exercise Final Report – Mike Lehrfeld
 - i. Tabled to next meeting due to time.

5. ITS Updates

- a. Voyager Update
 - i. UAT testing was delayed 4 days, to be completed on May 24.
- b. Student Information System Task Force Update
 - i. More info will be available at the next meeting.
- c. DocuSign – Candy Massey
 - i. See 4., a., iv. above.
- d. Ring Central – Rob Nelson
 - i. COM complete, working on analog now.

6. Subcommittee Reports

- a. Academic Instructional Technology Subcommittee – Myra Jones, Dan VanZant
- b. Data Governance Subcommittee – Joe Chappell, Tom Donohoe
- c. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
 - i. Met 4/25/24. Minutes in Teams Subcommittee channel.
- d. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld
 - i. Met 4/15/24. Minutes in Teams Subcommittee channel.
 - ii. David Curried dropped the link to Summer Research Webinar Series in chat.
- e. Research Technology Subcommittee – David Currie, Wendy Eckert
- f. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
 - i. Met 3/27/24. Minutes in Teams Subcommittee channel.

7. Old Business - None

8. **New Business** – None

9. **Adjournment**

a. The meeting was adjourned at 10:02a.m.