Information Technology Council
Minutes

President's Conference Room
June 4, 2019, 8:30 a.m.

I. **Call to order/Approval of Prior Meeting's Minutes**

    a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 am in the President's Conference Room, East Tennessee State University.

    b. Members present: Dr. Karen King, Anthony Johnson, Dr. David Currie, Andrea Di Fabio, Michaele Laws, Dr. Tony Pittarese, Margaret Pate, Tisha Harrison, Dr. David Linville, Dr. William (Bill) Hemphill, Myra Jones, Tami Baker. Members absent with permission: Dr. Sam Mayhew, and Dr. Debbie Dotson.

    c. Karen King called for a motion to accept and approve the February meeting minutes as posted. Dr. Bill Hemphill moved for approval, with a second by Dr. Tony Pittarese.

II. **Action Items**

    a. No Action Items

III. **Discussion/Information Items – Karen King**

    a. Zoom Update/Demo – Myra Jones and Rob Archer

        i. A short demo of Zoom was conducted to show usability and availability.

        ii. Zoom will be available for student use, but only current students not alumni.

        iii. The University will be purchasing two Webinar licenses that will allow up to 500 attendees per license. These licenses will be checked out from Rob's office as needed.

    b. TOPdesk Update – Myra Jones

        i. In the process of configuring and building in order to be used starting in the Spring. All users will have a license.

        ii. This system has the potential for varying use across campus once setup by ITS.

    c. GoldLink 2FA Demo – Andrea Di Fabio

        i. GoldLink sign-on interface has been redesigned and updated for user with Single Sign On (SSO).

        ii. This will use the same two factor authentication (2FA) setup as Account Activate, but not the 2FA that is in use of Office 365/Webmail.

    d. KnowBe4 Proof of Concept – Andrea Di Fabio

        i. Currently working with the company to test and demo the system to see how well it meets the needs of campus.

        ii. ITC and ITS members will be part of the testing process. An email will precede the testing process.

    e. Resnet Wireless Update – Andrea Di Fabio

        i. Will be working this summer to upgrade the wireless networks in Centennial and Lucille Clements Halls. Centennial will be getting 100 more access points along with additional drops for wired connections, and Lucille Clement with be getting an additional 60 access

points.

f. Phone Number Unmasking and Voicemail to Email – Andrea Di Fabio

   i. Phones in ITS and Undergraduate Admissions have successfully been unmasked both internally and externally.
   ii. There will be a process for some departments and phones to show different numbers (Executive Aides, Reception, Billing, etc.)
   iii. Voicemail to email will be activated for all those with an already established voicemail.
      1. Others to come in the months following unmasking

g. Eduroam Update – Andrea Di Fabio

   i. Active and available across campus.
   ii. Full access to the internet, but restricted access to internal resources.

IV. **Subcommittee Reports**

a. Web Steering Subcommittee – Michaele Laws

   i. New CMS template build in process with new components available. Hopefully released for use starting early July.
   ii. Web Cleanup process will kick off today with the goal of removing old sites and bringing relevant sites higher in search results through keyword placement and search engine optimization (SEO).
   iii. The mobile app will be moving to AppArmour with migration of the current modules to the new platform. This new app will allow for better alert functions and greater safety.

b. Research Computing Subcommittee – David Currie

   i. In the process of shifting and moving High Performance Computing to Amazon Web Services (AWS) and using the Advanced Computing Facility (ACF) at Oak Ridge National Labs and Elastic Compute Cloud (EC2) instances with Amazon. This puts ETSU in a good spot for cross-business collaboration and research, and growth.
   ii. The Digital Research Data Storage & Backup workgroup has been reconstituted in order to update policies and procedures reflecting the use of AWS for both HIPAA and non-HIPAA research.
      1. Additional resource documents are being compiled to better support the number of computing services offered by AWS.
      2. OneDrive is still the recommended place for data storage.

c. Technical Subcommittee – Andrea Di Fabio

   i. No report

d. Academic Subcommittee – Myra Jones

   i. There is a remote proctoring tool being piloted (Respondus Monitor) as part of finding a more permanent solution for proctoring.

V. **CIO Announcements**

a. ERP Process Update

i. Ellucian, Oracle, and Workday are the three major players in the Student Information Systems (SIS) game.
   1. An RFP will have to be completed for any vendor selected
      a. Hoping to have conversations and demos from each before issuing an RFP.
   2. RFP issue goal is December.
ii. Have contracted with Strata Consulting Group to come look at the current structure and usage for the ERP and how it relates to best business practices.

b. MEAC Transition to ETSU Network
   i. In the beginning stages of transitioning MEAC back to the ETSU network once agreements and costs have been negotiated.

c. Centennial and Lucille Clement WiFi Upgrade This Summer
   i. No additional information from above.

d. IT Audit
   i. TBR has sent a draft audit document to each institution in hopes that each institution will be prepared and ready for when the auditors visit.

e. TN eCampus Collaborative Agreement
   i. Working on signing another TN eCampus collaboration agreement for the upcoming school year.

f. NC Sara Reporting
   i. All reporting has been finished and submitted. The only remaining step is payment whenever a bill is received.

g. App Armor and Security Cameras
   i. Each of these projects is still progressing. Hopefully will have more information for a better update at the next meeting.

VI.   **Old Business – None**

VII. **Adjournment**
   a. Karen King adjourned the meeting at 10:00 am