Meeting called to order at 8:32am

Present: Tisha Harrison, Margaret Pate, David Lineville, Tony Pittaresse, Debbie Dotson, David Currie, Michaele Laws, Andrea DiFabio, Karen King

Dr. King started the discussion about the organization and structure of the ITC

- Potential Issue: the sub-committees were designed to meet regularly and provide good communication and representation across campus. That doesn't seem to be working well, so maybe there is a better way to organize and implement.
- The flow of approvals go from ITC Sub-committees up to ITC, then from ITC to either University Council or directly to the President.
- Some committees may be too big?

Dr. King asked what should be different or changed with our current structure?

- Dr. Linville noted that ITC grew out of ITGC. The organization of the committees seems to be well thought out
- Some of the descriptions of the committees seem to need more detail
- Should we think about this in terms of "what does ITS need" in terms of support and input? We need to ensure that shared governance is happening.
- We should think about the difference between strategy and operations. We sometimes get into a cycle of tactical decisions and miss the strategy.
- Being able to measure objectives and outcomes that group can understand would be helpful in the group providing the needed support.
- Maybe restructuring the responsibilities and expectations of the sub-committees might be helpful
- Many significant improvements have happened in ITS in merging academic and technological. Customer service has improved, staff and operations has improved.
- Structure seems good. Maybe just needs some tweaking and polish of expectations and accountability
- We want to get to a point where CIO can report to leadership and the ITC can be behind the strategic decisions to bring weight to the plan to be proactive.
- We are reactive instead of proactive. Trying to become more proactive.

Pittarese

- Structure is good. charter says some things we do that we don't actually do. For example: we don't review budgets, annual evaluation of effectiveness and strategic plan
- The ITC group could help advertise how the strategic alignment meets with the goals of the university
- ITS has moved forward a lot in customer service but we don't talk about it much. Maybe this group should take more note of that so that it can be shown
- We spend a lot of time getting updates and approving
- We need to make this group very useful to CIO

Dotson

- Maybe we need to better define the reach of the sub-committees

King

- We can bring goals for each group
- Can bring ideas for improvement of the student experience
- Can bring budget
- Dr. King will think more about strategy and alignment rather than operational items
    - Dotson: need to bring both, but make clear which is which
    - Lineville: yes, need both. ITC needs to be hands on but fingers out. we can look at things that will be impactful for the university and provide ideas and support. Ability for ITC to ask tough questions. Bring a full plan for ITC, so that ITC can see how it all fits together, Can see if things get stalled, etc.
    - Pittarese : maybe 1-2 meetings per year are focused on budget or strategic alignment and do a deep dive in these areas. Then other meetings are normal operational items
- The sub-committees put together ideas and plans and need to bring them forward to ITC. Bring things that should become policies for the university.
    - Lineville: we have done that, but only on an ad hoc basis. we need to look at those things from a higher perspective...how do those things fit into the bigger plan, meet university goals, etc
    - Dotson: what does the CIO want to see from the sub-committees? What are the sub-committees not doing that the CIO feels like they should be?
        - King: lack of agility and thinking about the future and what we can do to be proactive
    - Andrea: we may not be getting information from individual units about what their issues are and how we can help them. we spend too much time talking about what we are doing and not listening. Should we be working on plans top down or bottom up? Should ITC determine the plan and then sub-committees work those plans? or should plans come from sub-committees and then be approved by ITC
        - Dotson: sub-committees should come up with plan and let ITC provide feedback
        - Andrea and Lineville: sub-committees are very heavily operational and need to shift that to add strategic. will still have to have both, but add more strategy
        - King: sub-committees bring plans forward on how to achieve strategic goals. ITC can help with feedback on that plan.
- King: What about the structure of the ITC technical sub-committee? Is it too big?
    - Andrea: we are meeting more because we have not given attention to banner
    - King: break sub-committee into enterprise application and network/security
    - Pittarese: The committee structure needs to be informed by the internal organizational structure of ITS
    - Lineville: subcommittee members might need to go out to other areas and groups on campus to keep them informed and get feedback
- King: will come up with a draft/update of the original charter to reflect these suggested changes. we need to be in a position to try things that might not work so that we can be innovative and flexible and have vision.

    - Lineville: sub-committees and ITC needs to be there for backup on decision making. Every team needs to have that innovation thread running through their decision making
- Currie: there are problems with the research committee. That committee should be expanded to include more people around the university
    - King: we should look to put down suggestions on paper so that ITC can approve that change
- King: thank you for affirmation on things that are working well and good feedback on things we can improve on.
- Pittarese: have more things that committee reads ahead of time so that they can get up to speed before the meeting so that the meetings can be more about discussions.
- King: what do we do about people who never come?
    - Pittarese, Lineville: have a conversation with them about why they are not attending. Maybe have a policy about missing meetings. Do we have a policy about a proxy for meetings?
- King: next time will bring review of budget and revised organizational structure with recommendations

Dr Lineville noted that the date on the minutes for the last meeting was incorrect on the website and needs to be updated. Michaele Laws will make that update on the website.

Andrea:

- Sometimes we look at technology first instead of looking at a problem to solve and then look at the technology to solve it. How can we partner with units to get the problems that need to be solved?
- King: concern is that people are finding solutions to problems because ITS is not helping
- Lineville: have the strategic plan in place so people can be informed. trying to get out in front of the needs of the university
- Harrison: can ITS have the strategic plan of each department so ITS could look for problems/issues?
- Dotson: perhaps a survey asking facstaff what ITS needs they have? How can ITS make your job more efficient or easier?
- Currie: we did a survey in 2015, so we could do something similar. we setup redcap to solve the survey solution problem. create an enterprise level survey product.
- Dotson: also, making people aware of the technology and services we do provide

Andrea

- Bring forward a draft Policy for security training. company called “know before”. includes long term plan for security awareness training.
- Will upload to the teams folder and provide a summary of the policy to committee to review for next time
- Potential for button in outlook where user can report a phishing email
- Should we add the button and start the phishing campaigns
- Pittarese: the univ is shooting itself in the foot by having emails coming from everfi, highpoint (CME) , Digital Commons and other external companies that are valid but giving security

training. all official ETSU business needs to be wrapped in an ETSU email and not have the external flag

- Linville: HR should look at mandatory training and package these together. All of these are required due to audit requirements. Can IT help solve this problem?

David

- Atlis TI has free cloud licenses available if committee knows
- Demo workspaces are available: if you don't need yours, let us know. If you would like one, let us know
- Data Storage and Backup Policy: possible to put HIPAA data on AWS. All researchers leaving campus will be asked to leave a copy of their research
- Backing up digital commons from library to AWS
- AWS educate account: if people started but did not finish setup of AWS educate, they are in account limbo and cannot get them migrated into ETSU AWS setup.

King

- Working through an esports proposal. will put into teams, but please do not share with anyone yet.
- Got the Strata consulting report back – it gave detailed recommendations on how to improve processes so ITS will be working to implement that
- Windows 7 – don't forget that all machines will need to be updates. 1092 computers running win 7
- EAB does an on sight presentation each year. that has been moved to spring
- Student advisory council – Nov 13 at 11:30am in ATS. Will ask them about beacons and other technology and about esports.

Meeting was adjourned at 9:58am