# Information Technology Council
## Minutes

President's Conference Room
August 6, 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, Dr. Debbie Dotson, Tisha Harrison, Dr. David Linville, Myra Jones, Tami Baker, Dr. William (Bill) Hemphill.  Members absent with permission: Dr. Sam Mayhew.

   c. Guest: Vincent Thompson

   d. Karen King called for a motion to accept and approve the March meeting minutes as posted.  Dr. David Linville moved for approval, with a second by Dr. Tony Pittarese.

II. **Action Items**

   a. No action items

III. **Discussion/Information Items**

   a. AWS Workspace Demo – David Currie and Vincent Thompson

      i. Began from feedback from Digital Media and the need for render farms
      ii. Potential to store HIPPA data allowing for additional research opportunities and security
      iii. Currently working to integrate with campus software packages

   b. Resnet Wireless Update – Andrea Di Fabio

      i. Installation in Centennial and Lucille Clement has finished.

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

      i. All internet and external calls are now unmasked across the institution.
      ii. Next phase is to release soft phone application to users and build a robust infrastructure to support the application outside of the ETSU network

   d. MEAC Network Update – Andrea Di Fabio

      i. SLA currently in draft form.  Waiting to finalize prices and project timelines.
      ii. Phase 1 will be to take over the existing infrastructure and then upgrade as necessary

   e. Banner 9 Transition – Andrea Di Fabio

      i. All mods have been released for Banner 9 and installed to PROD.
      ii. Banner 8 will be discontinued near the end of September

IV. **Subcommittee Reports**

   a. Web Steering Subcommittee – Michaele Laws

        i.   Web Cleanup and New CMS Template
1. As pages are being cleaned up and updated, they are being put into a queue for production into the new template.
2. Each week, websites will be migrated as they are ready

        ii.   Mautic and TargetX
1. New digital marketing tools are coming available for use across campus.  These two products can be configured to work together to achieve better customer relations

        iii.   Safety and ETSU App Update
1. A new ETSU Safety ap will be launching around the first of September.
2. Phase two of the development will be to migrate all of the modules in the current ETSU app to the new safety app.

b. Research Computing Subcommittee – David Currie

        i.   BAA in place for the ACF at Oak Ridge.
        ii.   Beginning to work with faculty to set up research projects in AWS.

c. Technical Subcommittee – Andrea Di Fabio

        i.   No report.

d. Academic Subcommittee – Myra Jones

        i.   Currently working through the technical pieces of creating HIPPA compliant Zoom spaces and accounts.  These will ultimately come from Lindsay Daniel's office.
        ii.   Working to implement Zoom webinar/conference licenses and making them available on an as needed basis to users.
        iii.   TOPdesk has been purchased as the new ticketing system to replace remedy.  Targeted release is sometime in the Fall.

V. **CIO Announcements**

a. ERP Discussion and Planning Proposal
        i.   Current Contract ends in 2022.
        ii.   Looking to do extend the contract with Ellucian for 1 year while researching options
        iii.   Currently discussing with vendors and functional units to see how to best meet the needs of the campus

b. ITS One-on-One Meetings
        i.   Met with everyone in ITS to discuss the direction of the unit and to request suggestions and recommendations going forward.  Some of the responses were:
1. eSports program(s) or area for use
2. Altered work schedules
3. Telecommuting capabilities
4. Better departmental and institution communication
5. Microsoft Teams and implementation with Banner
6. GoldLab issue with file management

c. Windows 7 End of Life

      i.  Planning to do an in-place upgrade to Windows 10 of most of the Windows 7 machines
      ii.  Some machines have hardware and/or software complications and Vincent Thompson is working directly with those users to discuss options
      iii.  Email has been drafted for review before releasing to affected parties

d.  ITC and Subcommittee Structure and Reorganization
      i.  Next meeting, the Council will discuss the structure and charter, and discuss whether or not it is ensuring what needs to happen happens.
      ii.  Feedback is needed about IT and the due diligence and attention that is owed to it.

VI.    **Old Business – None**

VII.    **Adjournment**

a.  Karen King adjourned the meeting at 9:57 am