INFORMATION TECHNOLOGY COUNCIL

MINUTES

Zoom Meeting

August 3, 2021 – 8:30am

1. **Call to Order**
   a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30am in a Zoom Conference East Tennessee State University.

2. **Attendance**
   a. The roll was called by Rhonda Broyles.
   b. Members present: Tami Baker, Bonnie Burchett, Joe Chappel, David Currie, Deborah Dotson, Tisha Harrison, Bill Hemphill, Myra Jones, Rob Nelson, Karen King, Michaele Laws, David Linville, Margaret Pate, Tony Pittarese, Charles Rodholm, Beth Wiley.

3. **Action Items**
   a. Approval of Minutes from May 4, 2021
   b. Karen King called for a motion to accept and approve the May meeting minutes as posted. David Linville moved for approval with a second by Bill Hemphill and the motion carried.

4. **Subcommittee Reports**
   a. Web Steering Subcommittee – Michaele Laws
      i. New ETSU app available from the app store, combined with old Safe App which has been removed
   b. Research Computing Subcommittee – David Currie
      i. Met with Nick Hagemeier, Interim Vice Provost for Research
      ii. Aurora Database AppStream workshops available Fall 2021
         1. Boot camp – need five people to work with and develop
      iii. EC2 advanced computing workshop, introductory level, Fall 2021
      iv. Show and tell item – 2002 OptiPlex found
      v. Will set up page in Fall to bring old computers to pull data from and generate a report using AWS Macie
   c. Security and Network Subcommittee – Rob Nelson, Charles Rodholm
      i. No report
   d. Banner Subcommittee – Chair Beth Wiley
      i. Went through year end, testing for next upgrade this weekend, quarterly patches, Ellucian Navigator app
   e. Academic Subcommittee – Myra Jones

      i.   New D2L contract, relaunch, new tools, settings on old tools, some analytics available to faculty

  f. Data Governance – Joe Chappell
      i.   Advisory session with rep from SAS
          1. Steps for improvements, formalizing processes, documentation, define roles & positions of data custodians, data governance

5. **Information Items**
   a. University ERP-RFP status – Karen King
      i. Ellucian contract expires at the end of 2022
      ii. RFP is complete, Dr. Noland holding to see if State funding available
      iii. UT issuing RFP in September
      iv. Looking at consultants to help with change if there is a change
   b. Maximum recipient limit per email message for student emails is 50 and for alumni is 25 – Karen King
      i. Alumni office owns .org domain
      ii. 90k+ alumni, 30k+ never log into, licensed for 55k
      iii. Will keep Emeritus email
      iv. Purge when appropriate
      v. Beth has requested reports on use
      vi. Forwarding concerns
   c. Network updates – Rob Nelson
      i. Guest wi-fi
      ii. Phone hardware upgrades
         1. Completed, lifetime replacement
      iii. Phone software upgrades in September
         1. To be complete around fall break
      iv. Digital signage project complete on campus
         1. Newsletter item with link to request items for signage
         2. Process in place to request additional signage through the ITS Help Desk
      v. Digital signage project to be completed in Sevierville and Kingsport on August 16th
   d. Security Awareness Training – Myra Jones
      i. Went out yesterday (8/2), 7% complete after one day

6. **Discussion Items**
   a. Updates – CIO
      i. IT Security policy
      ii. Alumni email domain

   iii. Email addresses for new faculty prior to contract signature
1. Email accounts are active for 365 days
2. When can email be activated for new hires so they can build D2L courses over the summer
3. Webteam will look at examples and trouble shoot process, put back on Agenda for next meeting

   iv. Network Assessment
1. Core Infrastructure
2. Switch and Edge Environment
3. Cable Plant
4. Bandwidth
5. Wireless
6. Security Roadmap
7. Document and include processes, procedures, protocols
8. Architecture of network, add some segmentation

   v. 2FA for Students September 8
1. After census, COP, COM & SGA's are aware, SGA's have permission to send to a list, benefits for graduate students doing research, ability to whitelist, move people in/out of group lists

   vi. Remote Access
1. Back to pre-Covid policy
2. Annual renewal required for VPN
3. Automated process via Help Desk

   vii. Lifecycle Equipment Replacement
1. Created spreadsheet, completed inventory, have $ amount needed to update equipment for the next eight years

   viii. Huron Engagement
1. Contract starts end of August, will talk to all colleges re: online environment for academic courses

   ix. ITS Updated Report
1. Send to ITC members, can share with those interested

7. **Old Business** – None

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

9. **Adjournment**
  a. Karen King adjourned the meeting at 9:28am.