Information Technology Council

Minutes

President's Conference Room 206 / Zoom

December 16, 2022 – 8:30 a.m.

1. **Call to Order**
   a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:31 a.m. in the President's Conference Room at East Tennessee State University.

2. **Attendance**
   a. Members present: Rob Archer, Jeff Blanton, Joe Chappell, David Currie, Lindsay Daniel, Tom Donohoe, Bill Flora, Adam Greever, Bill Hemphill, Myra Jones, Karen King, Mike Lehrfeld, Rebecca Lewis, Candy Massey, Rob Nelson, Margaret Pate, Roslyn Robinson, Dan VanZant, Steve Webb, Beth Wiley, Jonathan Wilson.
   b. Members absent: Doug Burgess, Michelle Byrd, Wendy Eckert, Stephen Hendrix, Keith Johnson, David Linville, Mason Mosier.

3. **Action Items**
   a. Approval of Minutes from May 3, 2022 September 23, 2022 and November 18, 2022
      i. Karen King called for a motion to accept and approve the May, September and November meeting minutes as posted. Bill Hemphill moved for approval with a second by Bill Flora and the motion carried.

4. **CIO Updates**
   a. Departmental Goals – attached for discussion
      i. Huron recommended the addition of four new undergraduate online courses
      ii. eSports falls under Van Wagner Sports & Entertainment for advertising and sponsorship, not a part of athletics
   b. CRM Update
      i. Graduate Admissions and Undergraduate Admissions will hire a dedicated CRM administrator to lead the CRM project
      ii. ITS will continue to manage back-end integrations with Banner
   c. Voyager project
      i. Finance
         1. Team Kickoff meeting last Monday with Highstreet.

2. Design Sessions – all this week and next week; Highstreet consultants onsite this week.
    a. General Ledger
    b. Accounts Payables
    c. Expenses
    d. Accounts Receivable
    e. Projects and Grants
    f. Cash Management
    g. Supplier Management
    h. Fixed Assets
    i. Contracts
    j. Supply Chain Management
3. Conference Room Pilot 1 (CRP test scripts) scheduled in early February
ii. Human Resources
    1. Conference Room Pilot 1 this past week
        i. Core HR
        ii. Absence Management
        iii. Benefits
    b. Proctored by Highstreet
    c. Overall success: no issues found in results or scripts
    d. Multiple parking lot issues and risks identified for review before next CRP
    2. Conference Pilot 1.5 scheduled in mid-Jan: Payroll and Time & Labor
    3. Upcoming design sessions: Recruiting, Time & Labor, Help Desk
iii. ITS
    1. Continued mapping of data between Banner and Oracle tables using Highstreet tool Bridges.
    2. Continued review of integrations.
        a. Discussion regarding current software purchasing procedures, software cataloging, procurement policy, communication to campus each semester, CFO could own policy
iv. Organizational Change Management
    1. Captured many organizational change impacts from the completed HCM CRP1. Will compile and build into communications plan.
    2. Website content review ongoing- implement goal is mid-January.
    3. Dr. Noland is filming a video to tout the project.
    4. Communications plan under refinement with January start for campus network and newsletter/signage channels.
    5. Campus project kickoff event in early Feb (planned as Family Feud).
    6. Reviewing some project-related merchandise to drive awareness (ex: stickers, apparel, mugs, posters, etc.)
d. ITS portion of State Audit was clean this year

5. **Information Items**
   a. Project Management Report – Candy Massey
      i. ITS Unit Priority List
      ii. Closed Projects for 2022
      iii. Total projects in progress are 67
      iv. Completed 53 major projects this year, 67 including summer & winter projects
   b. ERP Backup Policy – sent to legal for review and out for public comment
   c. Annual Cybersecurity Tabletop Exercise – Mike Lehrfeld
      i. Will formally present report when received.
      ii. Key takeaways – speed of events, how to communicate with ETSU partners.
      iii. Working on how to instantly shut down internet/systems and activate an alert.
   d. Security Roadmap Presentation – Mike Lehrfeld & David Currie
      i. Risk management, evaluating assets, vulnerabilities, threats, failure to respond, NIST controls, 2023 Goals
   e. Dell Cyber Vault – Steve Webb
      i. Backed up and immutable, implemented air gap backup of backups to data domain environment then to another air gap, data only, no control, traffic between the two on an isolated network, removed backup from active directory, Banner data is replicated to campus and gets backed up three times.
   f. AWS Region Storage Update – Rob Archer
      i. Implemented in 2018 over winter holiday break, EAST-1 Region, ESS Dev Ops have access, added second region in Ohio, copied at night, manage infrastructure by code which also lives in Ohio vault region
   g. Cyber Security Training Update – David Currie
      i. Completion rates - 71.7% absolute, 79% average, 80% median
      ii. Everyone who receives a paycheck receives notification for training
   h. AWS on site visit in March – David Currie
      i. 1–2-day visit, forward any items for discussion to David
   i. Alumni Email Status – Mike Lehrfeld & Steve Webb
      i. 120k accounts, <20% active at any given time, high target zone to compromise.
      ii. Moving forward – no email for life, working on communication, will publicize mid-January, begin activation May/June, graduates can access for one year and will have same email if return, but email data will be gone.

6. **Discussion Items**
   a. Banner departmental accounts – Karen King
      i. Network & Security Subcommittee discussion and policy needed
      ii. Discussion moved to next meeting due to time constraints.
   b. Email forwarding policy
      i. Discussion moved to next meeting due to time constraints.

7. **Subcommittee Reports**
   a. Academic/Instructional Technology Subcommittee – Myra Jones, Dan VanZant
      i. No report.
   b. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld
      i. No report.
   c. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
      i. No report.
   d. Research Technology Subcommittee – David Currie, Wendy Eckert
      i. Minutes in Teams subcommittee channel.
   e. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
      i. Minutes in Teams sub-committee channel.
   f. Data Governance Subcommittee – Joe Chappell, Tom Donohoe
      i. Roll out Power BI, part of A5 license, benefits are more information and greater security.

8. **Old Business -** None

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

10. **Adjournment**
    a. Karen King called for a motion to adjourn at 10:01a.m. Mike Lehrfeld moved to adjourn with a second by Bill Hemphill and the motion carried.