Information Technology Council

Minutes

Zoom Conference

January 26, 2024 – 8:30 a.m.

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

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

3. **Action Items**
   a. Approval of ITC Minutes from November 17, 2023
      i. Karen King called for a motion to accept and approve the November 2023 meeting minutes as posted. Stephen Hendrix made a motion to approve with a second by Bill Hemphill and the motion carried.
   b. Q Drive Migration communication plan – Steve Webb
      i. Currently limited to 1.5 gig, current allocation from MS is up to a terabyte, migrate over spring break (3/11-3/15) to user's one drive, Q drive will be read only and kept six months.
      ii. Communicating to campus on 1/30, will be repeated twice, direct emails will be sent containing FAQs and Knowledge Base Article.
      iii. Discussion – David Linville suggested including how to find Q drive on a Mac and Wendy Eckert suggested including information on hidden folders.
      iv. Karen King called for a motion to accept and approve the Q Drive Migration Communication Plan as presented. Tom Donohoe made a motion to approve with a second by Bill Hemphill and the motion carried.

4. **Information Items**
    a. Project Management Report – Candy Massey
        i. ITS Unit Priority Report (68 current projects)
        ii. New Project 2023 (53)
        iii. Closed Project 2023vg (16)
        iv. New Project 2024 (completed 75 last year)
        v. Closed Project 2024 (6)
    b. Windows 11 date and communication plan – Candy Massey
        i. PCs in computer labs and classrooms will be upgraded to Windows 11 operating system in late Summer 2024 between Summer and Fall semester (8/12-8/26).
        ii. Communicating to Campus via UMC newsletter on 3/5 and twice in August and via presentation/information item to Faculty Senate and Staff Senate.
        iii. Discussion – there will be Win11 Help Page, Win11 on new computers as of May 2023, window of time to update to Win11, Win10 support goes away October 2025, unsure if Win10 extension licenses will be available, COP and COM August schedule and classroom info will be sent to Rob Nelson.

5. **CIO Updates**
    a. Voyager
        i. Calendar Update
            1. Voyager is on track according to new calendar, CRP3.5 testing in February and March, data is being converted and validated to run end-to-end process scenarios, second parallel payroll in February, third parallel payroll in April, payroll simulation in May, UAT (User Acceptance Testing) in April and May, production in July.
        ii. Training Update
            1. Short training videos are being created now, train the trainer in early April, UAT for power users in mid-April followed by self-service and instructor led training, JIT (Just in Time) training available as needed, continuing training for new hires.
        iii. SCM Update
            1. SCM (Supply Chain Management) is on pause indefinitely and will not go into Oracle now.
    b. Ring Central– Rob Nelson
        i. Installation is over halfway completed, currently running two phone systems, everyone should be in the same system at the end of March, share links to help page and rollout plan with co-workers, phase eight starts next Tuesday in

dorms, phase 9 is Burgin Dossett followed by Central Receiving, phase 10 is VA, phase 11 is off-campus sites.

    ii. Discussion – delay due to forwarding of phone numbers will go away when everyone is ported, no long-distance pin, will not dial 8 for outside line, will dial 10-digit number, fax will be the last phase, working with legal on HIPAA.

c. MEAC Update
    i. ITS was working with MEAC on an SLA (Service Level Agreement) to take over support, the State requires MEAC to have 10 million dollars in cybersecurity insurance and MEAC could not obtain that amount, MEAC will outsource support, applies to MEAC only – not COP, COM, FM, etc.

d. Teams Awareness/Communication
    i. Communication regarding changes to MS Teams is not needed.

e. Student Task Force Update
    i. A task force was formed to look at the student piece of Banner, ask for demo's from Ellucian SAS and Oracle SAS, current contract with Ellucian ends December 2027, plan is to obtain a contract in 2024, will be a two-year ordeal to move and will impact everyone.
    ii. Oracle Student demo scheduled on January 30
    iii. Ellucian Student demo scheduled on February 20

f. Security Update – David Currie & Mike Lehrfeld
    i. Updated power point presented to President's Cabinet on Monday in Teams, 1250% increase last year in phishing attacks due to AI.
    ii. Current landscape, biggest threat for Higher Ed, respond at human speed compared to machine electron speed, 12 faculty/staff accounts compromised last year, MS November 2023 attacks took six weeks to remove, MOVEit zero-day exploit affected over 2600 organizations in 33 countries.
    iii. ETSU numbers - approximately 1 million emails per day with 750,000 blocked, 3500 phones, 40,000 accounts, nearly 10,000 endpoints and 100's of miles of cabling. The biggest threats for higher ed are phishing, ransomware, insider threat, inadequate polices, data breach, system vulnerabilities, etc. Business and Finance has guidelines for data retention. No known accounts compromised this semester.
    iv. Only a few hundred shared accounts remain, seek to eliminate to reduce risk and license compliance, email forwarding rules, NIST recommends they are eliminated, RClone is used to move files and Workshop Bandit uses spoof attacks. AI opportunities and risks, DeepFake video and audio risks.
    v. ITS uses PhishER to identify and respond to threats, added rules in Outlook, adopted NIST federal standard for physical, technical, and administrative security controls in policy, IT governance and oversight, cameras, access controls, risk assessment, audits, training, physical security at data center, fire and alarm systems monitored, maintenance, redundancy, working to reduce the carbon footprint, NSF-Funded ACCESS $53 million in resources shared by 15 institutions. Annual cybersecurity tabletop exercise scheduled on January 31.

6. **Announcement**
    a. Measuring Information Services Outcomes (MISO) annual survey – Myra Jones
        i. Survey for the SHL and IT will be sent from Blair Jones to a random sample of employees and graduate students on February 8, 2024.

7. **Subcommittee Reports**
    a. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld
        i. No report.
    b. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
        i. No report.
        ii. January 11, 2024 Meeting Minutes
    c. Research Technology Subcommittee – David Currie, Wendy Eckert
        i. No report.
    d. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
        i. No report.
    e. Data Governance Subcommittee – Joe Chappell, Tom Donohoe
        i. No report.
    f. Academic/Instructional Technology Subcommittee – Myra Jones, Dan VanZant
        i. No report.

8. **Old Business -** None

9. **New Business** – None

10. **Adjournment**
    a. The meeting was adjourned at 9:59am.