Information Technology Council Virtual Meeting
Tuesday – September 7, 2021
3:30 pm – 5 pm

<u>Minutes</u>

Chair Jeff Coiner called the session to order at 3:30 pm and a quorum was present.

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); David Young; Kristin Arnett; William Hader; Chris Herr; Kelly Dalton; Michelle Olsen; Kevin Piercy; and Ian Alaimo

Guests: Rob Martin, Director, Cybersecurity and Enterprise Systems
Kristi Oetting, Coordinator, User Support, Computer Services
Steve Coffman, Coordinator, Networking and Telecommunications
Stacey Tune, Coordinator, Operations and Systems
Ben Utne, Senior Enterprise Systems Administrator

Also, present: Theresa McCoy and Nicole Muse

1. Welcome   Jeff Coiner

2. Approval of Minutes from May 4, 2021   All

   The minutes were approved

3. Classroom Instructor PC Replacement   Ian Alaimo

   There were challenges with the supply chain, and
   getting approval, therefore this put us back on main computer
   ordering, with arrival as early as November 2021. The monitor
   order will arrive February 2022. We have patience and hope
   to get some installed over winter break. Hopefully the
   classroom instructional technologies group, Brian Leas and his
   team have the monitor installations when they come in.
   Completion is targeted for summer 2022.

4. Open access computer lab update   Kristi Oetting

   Fall 2021 hours of operation / August 22 – December 17
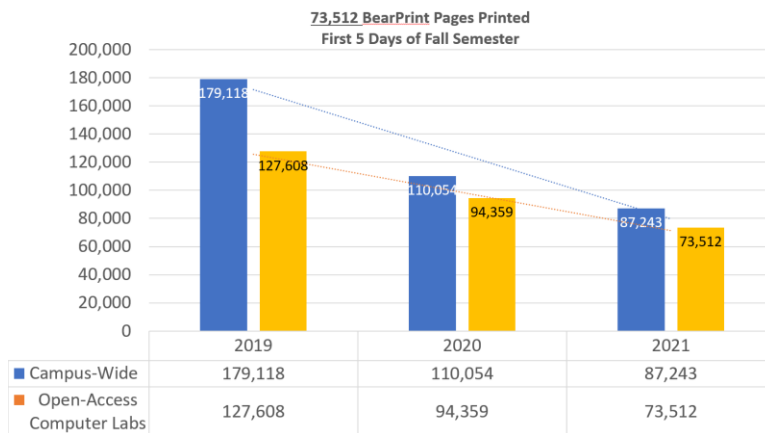
   - Service Desk/email/call/chat
     - M – Th 8:00 am – 9:00 pm
     - Friday 8:00 am – 6:00 pm
     - Saturday Noon – 6:00 pm
     - Sunday Noon – 9:00 pm

   - Library 105/Computer Lab
     - M – Th 8:00 am – 10:00 pm
     - Friday 8:00 am – 6:00 pm
     - Saturday Noon – 6:00 pm
     - Sunday 1:00 pm – 10:00 pm

   - Cheek Hall 150 Computer Lab

- o   Mon – Fri 8:00 am – 5:00 pm
  - o   Saturday & Sunday – Closed

- Glass 229 Computer Lab
  - o   Mon – Fri 8:00 am – 5:00 pm
  - o   Saturday & Sunday – Closed

- Labs closed for University Holidays
- Alternate hours for Fall Break and Finals Week will be posted at least one week prior.
- There are 125 current open-access lab computers, including iMacs.

Meyer Library 105 is the main location for walk up support, with longer hours to help.

Staffing for computer labs are covered across three locations from week to week on campus. Service Desk open approximately sixty-nine hours a week, and Open-Access Computer labs are open 171 hours per week, with 73 hours concurrent across three labs. There is a total of 120 staff CSV funded and additional staff are SCUF funded.

Printing in computer labs has reduced on campus. The first five days of Fall Semester 2021 there were 73,512 BearPrint pages printed.

73,512 BearPrint Pages Printed
First 5 Days of Fall Semester

	2019	2020	2021
Campus-Wide	179,118	110,054	87,243
Open-Access Computer Labs	127,608	94,359	73,512

The unique user logins for two Fall Semesters, 2019 and 2020 have significant reduction of 53% in Meyer Library, 79% in Glass 229 and 85% in Cheek 150.

There were 728 User Support Tickets during the first five days of 2021 Fall Semester

- Via Phone – 31%
- Self-Service Tickets – 27% (the individual enters their own ticket)
- Email – 18%
- Chat – 13%
- Walk-Up – 11%

Lab staff responsibilities, including students and GA's doing more, such as maintenance and support for 19 BearPrint printers on campus, plus toner and fuse delivery of 55 BearPrint printers around campus. The staff cover the SCUF lab imaging, maintenance and support; plus manage software and server licenses.

5. SCUF employees   Greg Rainwater/Kevin Piercy

The individuals paid from the SCUF fund for the period July 1, 2021 to September 6, 2021 were 34 students, 3 Graduate Assistants and 2 full-time staff. The breakdown around campus consist of…

Cost Center	Students	Graduate Assistants	Full-time	Total
Total	**34**	**3**	**2**	**39**
COMPUTER SERVICES ADMIN	19	1		20
HLTH & HUM SVCS ADMN	5	1		6
BUSINESS ADMINSTRATION	4			4
ARTS & LTRS ADMINISTRATION	3			3
EDUCATION ADMINISTRATION	2			2
ASSISTIVE TECHNOLOGY CENTER	1	1		2
COMPUTER USAGE FEE			2	2

The information in the table above is from the Banner payroll system as of September 6, 2021. It is anticipated the number of student workers will increase as the year progresses.

6. VOIP /eFax update   Steve Coffman

Currently the department is setting about 450 phones. The campus switched over to the new system. The entire campus has moved to the new voicemail system, where everyone is set for delivery to email. Also, complete is all campus phone numbers have been moved over to the new AT&T circuit, located out of Blair Shannon and West Plains as a redundancy. There were challenges and the department lost a month to do instillations, but we are near complete. Right now, we have Ellis, Hill, Pummill and the Welcome Center finished. Partially complete are Cheek, Carrington, Alumni and PLSU. There are more singles in different areas, we had specific needs for the mobile client. The focus now is wrapping up Carrington Hall and focus on buildings attached to the MC cabinets located in Blair Shannon. President Smart and Legal Council will be completed this week.

We are completely hosted with a company now for eFax. We are able to migrate anyone who wants to move their fax machine over to the set up. Essentially, will not need a fax machine anymore. The price and cost is the same as the old analog dial up. Reach out to Angie or Steve in Networking and Telecom to request install.

7. MSU Private Cloud update   Ben Utne/Stacey Tune

In the Fall of 2019, the Office of Internal Audit and Risk Management

conducted an audit of the university's overall distributed server environment. These are the servers operated by the university but by distributed IT Support organizations generally that report up the academic colleges. One of the suggestions from the assessment, was to take the servers being operated by our distributed IT staff and physically move them into centrally operating data centers where we have better climate control and power management. In the Fall of 2020, a taskforce was created, which consisted of all our distributed IT units as well as our centralized support units, and this group recommended we establish a new service. A private cloud service that operates on a shared cost, a cost recovery model. This allows for Information Services to offer distributed IT units, virtual server space at a low cost. Certain areas were looking at equipment replacement, therefore this was a great option to move into. Requests come through TeamDynamix to help with virtual service to the colleges. Price includes Windows server and BigFix licensing. Any additional software must be licensed separately. Certificates are purchased in one-year increments, and the cost is subject to change.

The BigFix service is provided with the cost, and it will handle all the updates, with little help from the individual. It is new, and we might need to tweak the cost down the road.

8. Microsoft 365 renewal   Rob Martin/Kevin Piercy

From the SCUF side, spent 22,000 less than what was planned. There is the Microsoft Enterprise Agreement which happens every three years and the base funding is split between (42%) SCUF and (58%) Central Tech and Networking budget. There was extra security included such as anti-malware/anti-virus software for classrooms. The new Microsoft A5 Security Bundle is part of the licensing. We have new capabilities to respond to fishing attacks. Our response time can go from twenty minutes or longer to a minute or two. Microsoft defender gives better visibility into the threats, which can help stop attacks faster. This will represent a big step forward in the security realm and a big deal adding more security throughout MSU.

9. LinkedIn Learning   Jeff Coiner

There was a renewal summer 2021 with LinkedIn Learning for three years. This will provide service to all students, faculty, and employees. We have a little more than 1400 active accounts, and in the last thirty days 246 people have accessed the site. Human Resources is active with training from LinkedIn Learning.

10. Reminders   All

    Fall Semester
    • Sunday, October 10, 2021, 6:00 AM – 6:00 PM
      Banner upgrades in Production

11. Next Virtual Meeting Tuesday, October 5, 2021   All
    • 3:30 pm – 5:00 pm.

No additional new business to discuss; the meeting adjourned at 4:26 pm.