Information Technology Council Minutes
October 2, 2018
3:00 to 4:30 p.m.
Carrington 203

Members Present: Jeff Morrissey, Greg Rainwater, David Young, Tamera Jahnke, Saibal Mitra, Adja Jones, Ethan Schroeder, Victor Matthews, Kelly Dalton, Kevin Piercy, Rob Hornberger

Members Absent: None

Guests: Ian Alaimo, Theresa McCoy

The IT Council meeting was called to order at 3:01 p.m. and the Council Chair determined a quorum was present.

Minutes from the September 4, 2018 meeting were reviewed. Greg Rainwater moved to approve the minutes. Victor Matthews seconded the motion, all approved and the motion carried.

<u>User Support Advisory Committee (USAC) update</u> – Jeff Morrissey, Kevin Piercy

Jeff distributed the document entitled "IT Council – User Support Advisory Committee Charge and Membership – October 2017" and reviewed the same with council members. See associated document for charge, membership, and specific deliverables.

Kevin presented the USAC's report, accompanied by the distribution of a document entitled "User Support Advisory Committee Report to IT Council – October 02, 2018", and briefed council members on the major accomplishments of the committee, the preliminary findings of the Student Computer User Experience Workgroup, and the committee's planned and ongoing activities.

The report concluded with the presentation of the first formal recommendation from the advisory committee.

> *IT support activities for members of the University should be managed and tracked with a university-wide system that includes a self-service support portal with an integrated service catalog and knowledge base. This system should use an IT Service Management (ITSM) framework based on the Information Technology Infrastructure Library (ITIL) in order to maximize standardization, interoperability, and decision-making capabilities.*

A discussion was had regarding the recommendation provided in the report, and Jeff requested that council member's further review said recommendation prior to discussing it in more detail at the next IT Council meeting.

<u>Microsoft Campus Agreement update</u> – Kevin Piercy

Kevin updated council members on the changes to the Microsoft Campus Agreement, which is the University's main licensing agreement with Microsoft and is split funded by the Springfield Computer Usage Fee (SCUF) and the Information Services division.

The new licensing agreement is in place and new services are being made available to students. These services include secure, cloud-based file storage using OneDrive for Business and the ability to create and edit documents using the Microsoft Office Web Apps, which work on any system with a web browser, even if Microsoft Office is not installed on the system.

Microsoft Teams collaboration software has also been made available for both students and employees. This software provides the capability to collaboratively work together on projects, including document sharing, shared note taking, group chat capabilities, online meetings, and video calls, while including advanced security and compliance features to protect both users and data, and mobile applications that allow it to be used on phones and tablets. These capabilities have been heavily requested by both faculty and students.

<u>New business</u> – None

Adja Jones motioned to adjourn the meeting. Greg Rainwater seconded the motion, all approved and the motion carried. Meeting adjourned at 4:25 p.m.