Information Technology Council Minutes
November 5, 2019
3:00 to 4:30 pm
Carrington 209

Note: The meeting was originally scheduled to be held in Carrington 203, but it was determined at meeting time that the room was no longer available. The meeting was moved across the hall to Carrington 209.

Chair Jeff Coiner called the session to order at 3:11pm and a quorum was present.

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); Tamera Jahnke; Adja Jones; Jacob Krickhahn; Michelle Olsen; Kevin Piercy; and Amie Squibb

Members Absent: David Young, Saibal Mitra, and Kelly Dalton

Guests:

- Ian Alaimo (Technology Coordinator, McQueary College of Health and Human Services)
- Stacey Tune (Coordinator of Operations and Systems, Computer Services)

Also Present: Theresa McCoy, Nicole Muse, and Lyn McKenzie

Membership Update

Jacob Krickhahn has replaced KJ Bryant and the Student Government Association representative

Approval of the Minutes

The minutes from the October 1, 2019 meeting were approved as submitted with no dissensions and abstentions.

Blackboard Learn Course Archival and Removal Schedule– Stacey Tune

Stacey informed council members that Computer Services is preparing the schedule for the archival and removal of old courses from the Blackboard Learn system. The standards and procedures for this process were previously approved by IT Council at their February 2016 meeting, and include:

- Courses less than 1 year old must be retained in Blackboard Learn
- Courses between 1 and 2 years old can be removed at instructor of record request
- Courses older than 3 years will be removed by Computer Services at the end of each semester, with the following provisions
  - Faculty members and instructors of record will be given advance notice of pending removals, allowing them enough time to export and archive course content that they want to personally retain and archive.
  - Faculty members and instructors of record can request exceptions to the removal process for courses that need to be retained on the system for a longer period of time.

 Computer Services has been working with stakeholders to improve this process and one of

the common challenges that has been identified is confusion of the meaning of "the end of each semester". To address this challenge, a more predictable schedule has been suggested and developed. This schedule calls for the removal of courses older than 3 years to occur on the Tuesday of the midterm week each semester. Based on this schedule, the next four removals are scheduled for the following dates:

- Tuesday, March 10, 2020 (Removal of courses taught in Fall 2016)
- Tuesday, July 7, 2020 (Removal of courses taught in 2017)
- Tuesday, October 13, 2020 (Removal of courses taught in Summer 2017)
- Tuesday, March 9, 2021 (Removal of courses taught in Fall 2017)

Communications to the Faculty members and instructors of record will begin 6 weeks prior to the removal date and continue periodically until the courses are removed from the system. Dean Jahnke asked Stacey to send her the dates and communication plan so she can share it with the other Deans.

Information Services Planned Upgrade Day Schedule for 2020 – Stacey Tune

Routine upgrades to the University's mission critical networks and information systems are necessary to provide reliable and secure technology-related services. While most of these upgrades occur throughout the year and do not disrupt services, some upgrades require more significant system downtime, and the University's networks and information systems may be unavailable during the upgrade period. To minimize disruption, Information Services schedules these upgrades for specific dates and provides advance notice to stakeholders so they can plan appropriately. The calendar year 2020 dates reserved for major upgrades are:

- Friday, January 03, 2020   (the final Friday of Winter Break)
- Saturday, May 23, 2020   (the Saturday after Spring 2020 grades are due)
- Saturday, August 08, 2020   (the Saturday after Summer 2020 grades are due)

While care is taken to select dates that cause the least amount of disruption and the dates are communicated in advance through multiple channels, there are still occasionally areas that report that they were unaware of the dates in advance. Stacey asked council members to share the calendar year 2020 dates with the stakeholder groups they represent and to let her know if they have any feedback on how to improve the notification process.

VOIP Update – Jeff Coiner

Networking & Telecommunications is continuing to research options to move the University's phone system from the legacy Avaya analog phone system, that is reaching end-of-life, to a new Voice Over Internet Protocol (VOIP) system, with the goal being to invest in a new phone system that will meet our current telecommunication needs and also position the University to take advantage of new capabilities provided by VOIP technologies. Networking & Telecommunications has been investigating potential vendors and has narrowed the pool down to three primary candidates. They are now working with these candidates to evaluate how their solutions align with the University's needs and anticipate having a solution selected and an implementation plan in place by the end of the year. IT Council and other stakeholders will continue to receive updates as the project progresses.

Online Faxing Services Pilot Project– Ian Alaimo

Ian is chairing the McQueary College of Health & Human Services (MCHHS) Sustainability Steering Committee which is charged with making MCHHS more sustainable. One of their initial focuses has been to identify tasks within the college that still rely on paper processes, determine

alternative solutions that do not rely on paper, and develop and implementation plan and timeline for the transitioning to the new processes.

One of the committee's proposed solutions is to eliminate the use of fax machines within the college by switching to an online fax service, which allow faxes to be sent and received by email or online using a variety of different client devices. The services they are investigating support end-to-end encryption and are HIPAA compliant so would be more secure for any clinical or health documents received by the college, and the documents would be received and stored electronically, eliminating the need for printing and streamlining processes. The cost of these services is comparable to the cost of the analog phone lines used with the current fax machines, and the additional savings would be realized by the reduction of current hardware and printing costs.

The committee is working with Networking & Telecommunications to determine the options and best approaches for configuring the services and minimizing disruption by keeping the existing fax numbers, as well as developing a college-wide pilot project. While the initial focus is on the McQueary College of Health & Human Services, the solutions being investigated have the potential for a broad University impact.

New Business

User Support Advisory Committee (USAC) – Kevin Piercy

Kevin provided an update on the three-year pilot implementation of the TeamDynamix solution that is being implemented as a result of the recommendation from the User Support Advisory Committee (USAC) that:

> 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

The new solution went into production on Friday, November 01, 2019 and is being used by the Computer Services Hep Desk, WP Information Technology Services, and most of the academic colleges. The remaining IT Support areas are still preparing for the transition but should be migrating to the new solution soon. The current plan is to let all the technicians get a couple of weeks of experience using the system before starting the communication and marketing campaign to students and employees.

Kevin expressed his appreciation and thanks for all the work that has been done by members of the Campus User Support Committee (CUSC) in getting the solution ready to go into production. They have been working on the implementation for months, and the collaboration and team efforts have really produced a good solution.

Student Government Association – Jacob Krickhahn

Jacob discussed the Student Government Association's initiative to get retail locations at the Springfield campus to accept Apple Pay and Google Pay as a method of payment. They have been working with personnel from Chartwell's, the Plaster Student Union, and Information Services to determine the feasibility and requirements. While everyone has been supportive of the initiative, the current point-of-sale hardware does not support it, so there are technical and business process challenges that still need to be addressed.

Instructional Technology Advisory Committee (ITAC) – Ian Alaimo

Ian informed council members that ITAC is forming a new workgroup to identify outstanding classroom technology and support issues and areas for improvement. This workgroup will be comprised of IT support staff and he will be discussing this with members of the Campus User Support Committee (CUSC) at their next meeting and asking for volunteers to serve on the workgroup. Ian reminded council members that ITAC still needs additional guidance on how to handle classroom lifecycle funding shortfalls, and Greg said he would consult with the Provost and get his suggestions on how to proceed.

Upcoming Meeting Schedules and Locations – All

The council discussed the upcoming meeting schedule and if members wished to cancel either the December 2019 or January 2020 meeting in order to better accommodate the end-of-semester and winter break schedules, as well as proposed change to the location of future meetings, from Carrington Hall to the conference room in Meyer Library 303. After a brief discussion it was decided to meet in December and cancel the January meeting, and there were no objections to moving future meetings to Meyer Library. Jeff will have Nicole send members updated meeting invites with the new information.

There was no additional new business to discuss and the meeting adjourned at 3:40pm.