

# Information Technology Council Minutes

February 4, 2020

3:00 to 4:30 pm

LIBR 303/Conference Room

Chair Jeff Coiner called the session to order at 3:04 pm and a quorum was present.

Introductions by each IT Council member present for Jacob Stork, who was sitting in for Jacob Krickhahn, SGA Representative

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); Tamera Jahnke; Adja Jones; Michelle Olsen; Kevin Piercy; Angela Strider; Jacob Stork; Dr. Michael Hudson sitting in for Saibal Mitra; and David Young WP campus

Guests:

- Ian Alaimo (Technology Coordinator, McQueary College of Health and Human Services)
- Dr. Michael Hudson (Sports Medicine and Athletic Training)

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

Members Absent: Saibal Mitra, and Kelly Dalton

## Approval of the Minutes

The minutes from the December 11, 2019 meeting were approved as submitted with no dissensions and abstentions.

## ITAC/Instructional Technology Advisory Committee – Ian Alaimo

Ian discussed the Instructional Technology Advisory Committee's role to provide technology options and recommendations for classrooms across the University. He suggested that an assessment of networking needs in each classroom to support all technology would be beneficial. The classroom needs have grown to require PCs, projectors, wireless displays, Crestron controls and more, and the network requirements have not kept pace. ITAC has a goal to start a committee to help aid with recommendations on next steps; such as building classrooms today, what are their technical needs, how can we improve operational efficiencies. The committee would like to be able to collect an inventory of rooms and identify all the challenges in one spot. Historically, cost has been a barrier on moving forward, but this is something that needs to be a priority.

Tami Jahnke suggested providing a list to the Deans for them to provide feedback from each college on what the top IT requirements per room are. If they receive a list, Tami believes they could provide feedback and be prepared to have a group meeting to iron out additional details and share information.

## VOIP Phone System Update – Jeff Coiner

The University's telephone system is approaching end-of-life for support from Avaya. We are working towards identifying a replacement for the phone system that will support the needs we have for the next 20 years. We want to provide new capabilities that VOIP phone systems allow but continue to keep our costs manageable. We have narrowed our search to two vendors, one from Avaya and another from Mitel. We plan to have a decision made by the end of April, to

begin an implementation this Summer. More information will be shared about new options and timeline as we have them.

Tami Jahnke discussed the longer you can give the academic side regarding costs, the better off they will be. We have been installing VOIP in some areas of the University.

### **TeamDynamix Report** – Kevin Piercy

Kevin provided an update on the three-year pilot implementation of the TeamDynamix solution. The system has been in use for three months, although that includes Thanksgiving and Winter breaks, and over 5,300 tickets have been entered so far. Some of the “wins” that have been seen so far, which include:

- Increased visibility and improved communication for users
- Increased visibility for IT staff and leadership
- Increased standardization and better reporting options
- The shared administrative model is going well
- User management is greatly improved
- New opportunities for process improvement have been realized

Kevin continued by addressing the major IT challenges that are still being addressed. There are still a lot of standardization challenges and IT confusion about how to classify work by services, and more collaborative work will be required to develop agreed upon standards and train IT support staff, especially the student employees. EDUCAUSE has released a new service catalog model which should help with standardization efforts, and Computer Services is beginning a review of current tickets, and this process will be handled by a group consisting of both central distributed IT support staff at a later date. Another challenge that IT support staff are working to address is determining how to properly reflect time and effort, as tickets are not widgets a different type of tickets may reflect vastly different amounts of work and most IT support areas have used their own approach in the past. There are also ongoing efforts to get more of the IT support areas to more fully adopt the solution for their areas. While most IT support areas have started using TeamDynamix or are in the process of transitioning, some areas show little interest or movement in adopting the product.

The next user phase of the implementation will focus on getting more people using the self-service portal. The portal is in place now and a few users are using it, and the marketing campaign to increase user awareness will begin next week. The next IT phase of the implementation will begin later in February and include the implementation of the asset management and project management components, the use of surveys to gather user feedback, refining the service catalog, and additional training for the IT support leads for each area.

### **Blackboard Retention Schedule** – Jeff Coiner

Late last year, we discussed having a 3-year retention schedule for Blackboard data. It was determined that the requirement for retention is 5-years for some of the information in that system. We have decided to hold off on purging our Blackboard data until after the 5-year schedule has been met. There may be circumstances that require individuals remove large media files, and other data to stay within our allotted space on Blackboard. We will continue to monitor and work with faculty when that occurs.

## Reminders – All

### IT Council Meeting on March 24, 2020

- Vote on Springfield Computer Usage Fee (SCUF) funding

### Upgrade Days

- Saturday, May 23, 2020 (the Saturday after Spring 2020 grades are due)
- Saturday, August 08, 2020 (the Saturday after Summer 2020 grades are due)

### Banner Updates

- Completed on Sunday, February 2, 2020
- Oracle quarterly updates
- Details: The patch was released on January 17 and had a defect (bug). On Monday, 1/20 the bug-fix was released. We installed both the patch and the bug-fix in Test environment. We're testing and hope to confirm ready for production environment soon.

### Sunday in April

- In early March, the Banner updates will be released from Ellucian. We will apply these in the test environment and test. The ERP Committee will designate which Sunday in April.

***Specific dates will be finalized closer to the actual update***

**Next IT Council Meeting** – March 3, 2020 from 3:00 – 4:30 pm in LIBR 303/Conference

There was no additional new business to discuss and the meeting adjourned at 4:05pm.