

Information Technology Council Minutes

July 7, 2020

3:00 to 4:30 pm

Zoom Conferencing Meeting

Chair Jeff Coiner called the session to order at 3:02 pm and a quorum was present.

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); Kelly Dalton; Tamera Jahnke; Kyle Bryant; Michelle Olsen; Kevin Piercy; Cameron Wickham and David Young

Guests:

- Ian Alaimo (Technology Coordinator, McQueary College of Health and Human Services)
- Rob Martian (Information Security Officer, Division of Information Services)
- Brian Leas (Classroom Tech Support Admin, Faculty Center for Teaching and Learning)
- Kristi Oetting (Coordinator of User Support, Division of Information Services)

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

Re-opening plans for Fall semester – Kristi Oetting

We have been open during the pandemic, working hard to keep the labs and areas safe. Plans for the Fall is to continue to have support staff when you walk up and on phones in the open access computer labs.

Will have reduced hours / depending on needs

Great service work though the new Help Desk Service Portal

Mainly open labs will be open Monday – Friday 8 am – 9 pm with limited weekend hours.

Social distancing in the labs by removing every other computer and sticking to the 6 feet distance. Social distancing decals are in place with floor signage, as well as shields at each of the service points; walk up areas.

Working closely with Environmental Management and custodial. Custodial has provided training on the supplies and how to use the supplies due to being hospital grade.

We have disinfecting wipes available to all.

We have been doing this since March 2020 and keyboards are in great shape, and we will continue to use all these methods in the Fall.

Computer labs are a Masks Required space.

Guidelines for IT staff is to clean before their shift and at the end of their shift.

Haven't received too much feedback about the mask. IT staff walks around to make sure visitors are wearing a mask.

Classroom Update – Brian Leas

In deep right now with classroom conferencing since mid-April. Figuring out best practices for which rooms. Large lecture halls, and every room that seats 90 people and above; about 22 rooms. Most, if not all the equipment is being implemented. Some rooms in Glass Hall had dated equipment and needed a full upgrade; therefore, longer to complete. Temple lecture halls are about 90% complete; with laser projector upgrades. Some difficulty with ordering and the pandemic, therefore we will be working extra to get the classrooms completed. Planning to have all the 70 classrooms up and working for all faculty, staff. We are doing all we can to get ahead for when all items are delivered and ready to install. Every room will have microphones and conferencing abilities.

Updates – Jeff Coiner

- Distributed Server Audit Response Report
- VOIP
- Electronic Faxing / VPN Change

Reminders – All

What has occurred

- Sunday, May 31st 6:00 AM – 11:00 AM – My Missouri State Springfield was upgrading the My Missouri State platform from Luminis 5.3 to Luminis 5.4. The version, that we are currently on, can only use Java 7, which is no longer supported. So, this was the pressing reason for Springfield to do the upgrade. In addition to the upgrade, there were four Hotfixes that applied along with the version update.
- Sunday, May 31st 6:00 AM – 01:00 PM – Banner Upgrades
Two upgrades were applied: Financial Aid upgrades to 8.38/9.3.20 and Ethos upgrade to 9.19
- Monday, June 1, 2020 – Single Sign On was turned on for Zoom.

Upcoming

- Sunday, July 19, 2020 6:00 AM – 6:00 PM – Admin Banner upgrades
- Saturday, August 8, 2020 7:00 AM – 4:00 PM – Upgrade Day
- Sunday, August 9, 2020 – Self Service Banner 9 upgrades

Next IT Council Meeting – September 8, 2020 from 3:00 – 4:30 pm via Zoom Meeting

There was no additional new business to discuss and the meeting adjourned at 3:52 pm.

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