

Information Technology Council Zoom Meeting

Tuesday – February 2, 2021

3:00 – 4:30 pm

Minutes

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

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); David Young; Dr. Julie Masterson; Cameron Wickham; Jarett Fickbohm; William Hader; Kelly Dalton; Kevin Piercy; Michelle Olsen; Chelsey Giles and Ian Alaimo

Special Guests: Ben Utne, Senior Enterprise Systems Administrator and Steve Coffman, Coordinator Telecommunications

Also, present: Theresa McCoy and Bart Kelley

1. Welcome Jeff Coiner

2. Approval of Minutes from December 1, 2020 All

The December 1, 2020 minutes were approved by the council.

3. Project Updates

a) VOIP Steve Coffman

Last fall, looked at replacing phone system which is 15 plus years old. Our competitors were Mitel and Avaya. We went with Avaya due to 40% lower in costs. Had new phones ordered and ready to go. Right now, there is hardware installed in Springfield, Mountain Grove and West Plains. All the interface systems connecting the old with the new is complete minus some dialing patterns. New voicemail system is up and currently being tested. The new phone system has SIP circuits, essentially a new connectivity for long distance calling. The capacity for handling phone calls is much larger. Information on how to, are on the webpages from Telecom and Networking to help. The meat of the licensing is Core, all-inclusive and we have 2700 on campus. More than a phone system, you can answer remotely, from your cell phone anywhere, and it looks like you are at your desk. Another nice feature is the EC500 which will help with internet connection. The new J-Series phone can travel anywhere if you can connect to the network. Due to the features, remote sites can have an extension now and be part of the MSU campus. Planning for the 2021 Spring break time frame to get everyone moved to the new system with one carrier instead of multiple carriers.

b) MSU Private Cloud offering

Ben Utne

In December 2019, the Office of Internal Audit and Risk Management identified three major areas for improvements with university data stored on servers for MSU's distributed staff. Jeff Coiner created a taskforce charged to addressing the areas. One of the improvements, to provide on premise and locally hosted private cloud so distributed units can provision virtual servers for themselves. The idea was the need to make this work for the Deans' and faculty. Networking and Telecom's ability in billing helped aid the project. We are working towards a mid-February targeted launch date.

c) TeamDynamix – asset management

Kevin Piercy/Ian Alaimo

A result from one of the IT Council initiatives coming from the User Support Advisory Committee. The Council decided to buy TeamDynamix, which is our IT services platform; to include ticketing with project management capabilities. One portal was the request from campus. Right before the pandemic we had meetings to kick off the asset management part. A place where the inventory can be tied all together with other requests, such as ticketing, who paid, and who split costs. This expense was split between the Provost and CIO, with a three-year implementation. The implementation off the ground by spring 2021. Getting all the information into the asset management system is time consuming, but we are working on the process with updates.

d) Blackboard retention option

Greg Rainwater

What does faculty do when they have not taught a course in three years and need to get back to it? This was a great question brought up by Dr. Julie Masterson. With guidance from IT professionals, there was a place created [End of Semester Blackboard Checklist for Faculty](#). This is a platform accessible by faculty to house specific resources. A request for a notification to faculty would be nice to remind them to archive. The communication piece Stacey Tune is working on will include such a notice.

e) LinkedIn Learning

Jeff Coiner

Currently, looking at renewal. There were about 558 active seats, a growth of a hundred since the end of December 2020. There were 81 individuals who took training in January 2021. Campus Human Resources put on some promotions for learning throughout the MSU community. We are at about 20% of purchased licenses.

4. Other Items

- a) LMS Advisory Task Force Discussion All

In Blackboard discussions, we wondered about revisiting LMS Advisory Task Force. There has been one in the past, and should we refocus this group moving forward? The Stakeholders come together, serving a 2-year term. There is a need now to address important issues with long-term planning. Kevin, Theresa, and Jeff will investigate bringing a group together and what type of work needs to be done.

- b) BearPass card mobile credential options Kevin Piercy

The BearPass system is over a decade old. The last couple of years students ask, can we mobilize the credentials? We are meeting with Transact to help MSU identify mobility options, plus costs. We would like any Stakeholders to be involved in decision making. Will Hader, SGA and Networking & Telecom would like involvement. You can contact [Kevin Piercy](#) if you would like to participate.

5. Reminders All

- a) Plan for two meetings in March:

We will review the initial FY 2022 SCUF budget proposal at the first meeting. The voting members of IT Council will vote on the final budget recommendation at the second meeting.

- b) Upgrade days are scheduled for:

- i. Saturday - May 22, 2021
- ii. Sunday - August 8, 2021
- iii. February 16, 2021

- c) February 16, 2021:

Missouri State University retired our VPN service accessed through Passport.MissouriState.edu, and transition to an upgraded VPN accessed through VPN.MissouriState.edu. This upgraded will provide a more secure login experience and require Multi-Factor Authentication (MFA) to remotely access the university's network. The new VPN instructions are linked below:

[Transition Guide for Windows](#)

[Transition Guide for Mac](#)

6. Next Virtual Meeting March 2, 2021 / 3:30 – 5:00 pm All

There was no additional new business to discuss and the meeting adjourned at 4:01 pm.