

Information Technology Council Meeting Minutes

Tuesday, July 12, 2022

3:30 pm – 5:00 pm

Minutes

Chair Jeff Coiner, CIO called the session to order at 3:34 pm and a quorum was present.

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); David Young; William Hader; Chris Herr; Kelly Dalton; Michelle Olsen; Kevin Piercy and Ian Alaimo

Also, present: Theresa McCoy; Nicole Muse; Kristi Oetting and Rob Martin

1. Welcome Jeff Coiner
 - a) Approval of minutes from 05.03.2022
 - Approved

2. Risk Management Cybersecurity Subcommittee Rob Martin/Jeff Coiner
 - a) Cybersecurity training and email phishing Simulation
 - We have purchased licenses for cybersecurity training from MoreNet. We plan to roll out training before school starts for faculty and staff. We are working with Human Resources to deliver the training modules through the My Learning Connection. The product is called InfoSecIQ. We plan to run additional phishing campaigns sometime after the start of the Fall semester.

 - b) Account Lifecycle
 - We are working to create an account lifecycle policy to document when computer systems and email accounts are available for employees and students. Right now, we have accounts that are no longer needed that increase the risk for a cybersecurity incident. We plan to discuss with MSU legal team and Internal Audit, along with others in hopes to solidify a more effective and efficient lifecycle for MSU accounts. We are looking at the next steps we can take without impacting anyone in a negative way.

3. Banner Move to Oracle Cloud Rob Martin
 - Rob and his team are working with Oracle to move the ERP infrastructure from our physical data centers into a cloud environment called Oracle Cloud Infrastructure (OCI). There are several reasons we have chosen this avenue. There are the licensing benefits which will save MSU money. The goal is to make this transition as transparent as possible to the user community. We're in discussions with a consulting firm to help with this project, and to do some transformation work on our current ERP infrastructure. We want to move from a legacy model

to containerized technology model. This will automate our infrastructure in such a way we can respond more effectively and put us in a better position for disaster recovery and scalability.

4. Classroom Computer Upgrade Status

Ian Alaimo

- We have installed 280 new computers in classrooms out of 365. Of those, 14 are IMACs down in Brick City and a handful of areas around campus. Brian Leas in the classroom instructional technology group is upgrading classrooms and is very close to completion. We are on track and will be ready for Fall 2022. With the help of our networking team, we're able to start a pilot with networking switches in classroom parts. This is more efficient, and the AV components can run through the network now. We have received positive responses about the software installed in the classrooms.

5. Open Access Computer Lab Proposal

Kristi Oetting/All

- User Support Updates
 - Location changes for Glass Hall open-access computer lab, SCUF storage, and the staff offices on the second floor
 - Transition to 'virtual lab assistant' in Glass Hall and Cheek Hall open-access computer labs
 - New SCUF computer purchase distribution
- The new location for Glass Hall open-access computer lab is moving from the second floor to the fourth floor
- Open-Access Lab Computer Count

	Meyer Library 105	Cheek Hall 150	Glass Hall 229
Current PC's	56	19	34
Fall 2022 PC's	56	19	8
Current iMacs	12	2	4
Fall 2022 iMacs	12	2	1

- Cheek Hall and Glass Hall open-access computer labs are closed during the summer months, with usage from other sources around campus such as SOAR
- Help Desk Tickets per the last year
 - Phone Calls @ 36%
 - Self-Service Tickets @ 29%
 - Email @ 19%
 - Chat @ 10%
 - Walk-Up @ 6%
- [Full Hours of Operation for the Fall 2022 Semester](#)

- 6. Updates/Reminders All
 - a) Sunday, July 24 – Banner Upgrades in Production
 - b) Sunday, July 31 – Oracle quarterly patches for the Banner environment

- 7. Next meeting on Tuesday, September 6, 2022 All
 - a) 3:30 pm – 5:00 pm
 - b) In Person Meeting
 - c) Cheek Hall, Conference Room 108

The members of the IT Council did not have any other business to discuss.

Meeting adjourned at 4:29 pm