

# Information Technology Council Meeting Minutes

Tuesday, September 06, 2022

3:30 – 5:00 pm

## Minutes

Chair Jeff Coiner, CIO called the session to order at 3:35 pm and a quorum was present.

**Members Present:** Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); David Young; William Hader; Chris Herr; Kevin Piercy; Becca Falgout and Thomas Peters

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

1. Welcome Jeff Coiner
  - a) Minutes approved from 07.12.2022
  
2. Update on recent technology projects & improvements Jeff Coiner
  - Construction projects
    - Heitz House opened (network, WiFi, Point-of-Sale, etc.)
    - Pace Welding Center in West Plains
    - Kampeter Hall renovation
    - eSports space in the PSU & on West Plains campus
  - Transact / Point-of-Sale upgrade
  - VOIP & eFax rollout continues, but over 50% complete
  - Improvements to classroom computer configuration and security update process
  - Computer lab changes in Cheek and Glass Hall. Fewer computers, more welcoming spaces
  - Help Desk support for students & faculty returning to campus (Blackboard, new accounts, email, computers, software, etc.)
  - Data Center improvements (New UPS, HVAC to chilled water loop in process)
  - S2 - video surveillance & door control system is being updated and moved to virtualized environment
  - Unused alumni accounts were moved to use MFA to limit exposure to cybersecurity attacks
  - MIS (1/2 of the staff is NEW)
    - Banner updates
    - Grails 5 conversion for custom applications
    - Slate, now used to admit students, continues to expand
  - ESG
    - SSO consolidation
    - Active Directory changes and continued effort to improve account/identity management
  
3. October Cybersecurity Awareness Month training rollout Rob Martin

Cybersecurity awareness training will roll-out for faculty and staff on October 5<sup>th</sup>. There will be four training modules that will take about 16 minutes to complete. There is rich information in phishing, malware, and business email compromise.

We are also expanding our phishing simulation to students. Outreach posters will be displayed around campus to promote cybersecurity awareness. The campaigns will be based on real phishing examples, so we can have real world assessment. Simulated phishing campaigns will continue, and we will monitor metrics overtime.

4. SCUF volume computer purchase and redistribution Kevin Piercy

The SCUF Committee Work Group helped facilitate the purchase of 700 computers to replace computers in open-access labs receiving the newest, then distributing to classrooms. We are providing distribution by planning to drop ship to each location. We will see new labels with SCUF funded computers to identify them more easily. The new computers are 24-inch all-in-one with windows 11, about half will be replaced. We have noticed students want a place to work on their own computers, too. Therefore, the computer labs have been changed to provide more welcoming spaces with tables and booths. Printing is up and computer usage is down.

5. IT Purchase Request Approval Process & Pre-Approved Items Jeff Coiner

There is a new policy in place for IT purchases to go through The Office of Information Services for approval, and then onto procurement. We've been working through the purchase requests and on creating a standard list of pre-approved equipment. Once we solidify this process for computers, printers, and software, we will share with the university. The goal is for this new process to be effective in the development of better computer system standards and prevent problems and identify issues prior to the purchase of technology equipment and software.

6. Updates/Reminders All

- Sunday, October 23, 2022 - Q3 Banner upgrades
- Tuesday, January 3, 2023 - Upgrade Day

2. Next meeting on Tuesday, October 4, 2022 All

- a) 3:30 pm – 5:00 pm
- b) Meeting in Cheek Hall 108 Conference Room

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

Meeting adjourned at 4:22 pm