

Information Technology Council Meeting

Tuesday – February 7, 2023

Minutes

Chair Jeff Coiner, CIO called the session to order at 3:32 pm and a quorum was present.

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); David Young; William Hader; Dr. Chris Herr; Thomas Peters; Becca Falgout, Michelle Olsen, Ian Alaimo and Kevin Piercy

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

1. Welcome Jeff Coiner
- Minutes from 12.06.2022 were approved.

2. My Missouri State Upgrade Theresa McCoy

There have been over 8,000 people who have logged into the new portal. On March 15, 2023, my.missouristate.edu will launch the new system. The old system will be turned off on May 29, 2023. We will continue to collect and respond to feedback forms until May. We continue to add tags to improve the search capability and improvements to the aesthetics of the cards is ongoing.

3. Oracle Cloud Infrastructure / Banner Move Rob Martin

We are calling this the Banner Modernization Project with our consultant team. We are moving our current infrastructure to the Oracle Cloud Infrastructure. Along with this we are making back-end changes to have the environment more secure, more recoverable, and easier to manage. The project is going well, but we are behind our original schedule and the go-live date has been pushed out to the end of May. When live, our new environment will be running out of Ashburn, VA. If something happens to Ashburn, VA, it will fail over to the Pheonix, AZ data center.

4. Incident Response Services Rob Martin

We have engaged with an experienced firm called Palo Alto, they are the same firm that provides the firewall which sits at the perimeter of our network. Their services division called Unit 42 provides incident response services. We purchased pre-paid hours we can utilize a variety of services including assistance if we have major cybersecurity incident.

5. Learning Management System (LMS) Review Jeff Coiner

There is a great deal of work to get done. Now, we are preparing for demonstrations from three different vendors. Information Services is assisting Nancy Gorden and Dr. Craig while driving the process forward. We have a good process in place to evaluate during the next few months.

6. Update on Internet Outage After Action Report

Jeff Coiner

On the morning of November 10, 2022, a pipe failure over the data center in the Blair-Shannon Residence Hall caused the loss of internet connectivity for Missouri State University and other public agencies within southwest Missouri. The failure was immediately found by network and telecommunications staff and mitigation efforts began. Senior leadership of facilities management and information services were on scene within 15 minutes of the failure and five minutes later, the notification of senior leadership began.

The first Missouri State Alert to the campus was issued one hour after the pipe failure. Texting was the primary mode of communication both individually, and eventually text groups were created and used to communicate to the Policy Group and to the Deans. Microsoft Teams was the primary mode of communication between Information Services staff. Limited internet was restored by 2:52 p.m. and full restoration occurred at 6:08 p.m.

However, it also identified many things that needed improvement, and an action plan is in place.

7. Updates/Reminders

All

- 5/26 – 5/29/2023 - Migration for the Banner environment to the Oracle Cloud Infrastructure.
- 5/27/2023 - Information Services Upgrade Day
- 8/13/2023 - Information Services Upgrade Day

8. Next meeting on Tuesday, March 7, 2023

All

- a) 3:30 pm – 5:00 pm
- b) Meeting in Cheek Hall 100

The members of the IT Council did not have any other business to discuss.
The meeting was adjourned at 4:17 p.m.