

# IT Council Minutes

Carrington Hall 203

September 13, 2016

**Members Present:** Jeff Morrissey, Greg Rainwater, Sarah Caldwell, Gloria Galanes, Robert Hornberger, Cynthia MacGregor, Jessen Miller, Kevin Piercy

**Members Absent:** Paul Majkut, Tom Peters, Rob Moore

**Guests:** Mark Harsen, Ian Alaimo, Ryan Wilson (attending for Rob Moore), CJ Collins (attending for Paul Majkut)

The IT Council Meeting was called to order at 3:02 p.m. and the Council Chair determined a quorum was present.

Minutes from the August 9, 2016 meeting were reviewed. Greg Rainwater moved to approve the minutes. Ryan Wilson seconded the motion, all approved and the motion carried.

## **Welcome and introduction of IT Council members** – Jeff Morrissey

Jeff welcomed new and returning council members and introductions were made by those in attendance.

## **IT Council Website Review** – Jeff Morrissey

Jeff provided an overview of IT Council's history, role, and responsibilities then reviewed the IT Council website with council members, focusing on the council's Guiding Principles and Operating Model and their linkage to the university's long-range and strategic planning. Jeff encouraged council members to review the site in its entirety, paying particular attention to the last year of minutes in order to familiarize themselves with ongoing projects and initiatives.

## **Review of Strategic Information Technology Plan for 2016-17** – Jeff Morrissey, Kevin Piercy

Jeff distributed the draft document titled "Information Services – Technology Infrastructure", which contains the major technology-related initiatives and associated action items for 2016-17. Jeff and Kevin then reviewed the draft with council members, explaining how the initiatives and action items link to the university's long-range plan and the previously covered Guiding Principles and Operating Model. Jeff asked council members to review the draft with their constituents and send him any additional items action items they thought would strengthen the major initiatives, or any concerns they might have with the current action items. Jeff will share the non-draft version of the document with council members once it is finalized.

## **Classroom High-Density Wireless Project – Phase Two** – Mark Harsen

Networking and Telecommunications continually evaluates the university's wireless infrastructure to ensure that it remains able to meet the changing needs of the university community. The present needs of the university community are very different than they were when the wireless infrastructure was first created, requiring a continual investment of funding and personnel time to keep the wireless infrastructure current and relevant. Not only has the number of devices used by students and faculty to connect to the wireless network continued to increase dramatically, creating

an urgent need for the infrastructure to support a higher-density of connectivity, but academic programs and support services have continued to innovate and incorporate new technologies into their offerings, creating a demand for the infrastructure to provide new capabilities and types of services.

The need to increase the density and effective availability of the wireless network in all technology-enhanced classrooms was identified in the Network Advisory Committee (NAC) Response Report presented to IT Council in April 2014. This report also contained a recommendation that a pilot project be undertaken to develop and test high-density wireless in a limited number of technology-enhanced classrooms with the results being used to develop and deploy a high-density wireless network to all technology-enhanced classrooms. Due to the focus on technology-enhanced classrooms, the Classroom High-Density Wireless Pilot Project was assigned to the Instructional Technology Advisory Committee (ITAC) who, after consultation with stakeholders, recommended that Strong Hall be used as the pilot location. In October 2015, the wireless infrastructure in Strong Hall was upgraded with additional access points and configured to accommodate increased density. Ongoing network monitoring and consistent positive feedback from faculty and students over the last ten months has shown the upgrades to have been a great success.

The knowledge gained from the Classroom High-Density Wireless Pilot Project coupled with improvements in wireless technology has allowed Networking and Telecommunications to develop a plan for improving the wireless infrastructure for the university's technology-enhanced classrooms, providing both a higher-density of connectivity and expanded capabilities. As part of this plan, the wireless access points in newly constructed and renovated buildings are being upgraded to a more capable generation of wireless technology, increased in number, and configured to accommodate increased density and higher availability. While the new construction and renovations will improve the wireless network in many of the university's technology-enhanced classrooms, there are still many more that need to be upgraded, and Mark asked for the council's guidance as to which buildings to focus resources on.

Jeff reminded the council that one of the major technology-related initiatives for 2016-17 was to expand and enhance the capabilities of the university's technology-enhanced classrooms and support services, including upgrading wireless access to support increased wireless density needs, and that this initiative was assigned to the Instructional Technology Advisory Committee (ITAC). The advisory committee will consult with stakeholders to develop a recommendation concerning which buildings to focus on, but council members should gather feedback from their constituents and be prepared to provide it to the advisory committee to assist with the process.

**Office 365 Education – Upcoming Changes to Student Accounts and Access** – Kevin Piercy  
Kevin briefed council members on an upcoming change to Office 365 accounts and how students will access them. Currently, students have an Active Directory account, which is their BearPass Login, and an Office 365 account, each with its own password. This means that students have to manage separate passwords and use their BearPass Login to access most campus systems, but use their Office 365 account to login to the Office 365 portal or access Office 365 services such as email from mobile devices. This has been a huge point of confusion and is one of the main IT support issues for students.

Computer Services has tried to make this process easier for students by using a Single-Sign-On (SSO) mechanism, dating back to the original Live@EDU migration, but Microsoft is going to discontinue that mechanism at the end of December 2016. This was originally going to be done

last year, but Microsoft extended the deadline, giving Computer Services more time to investigate solutions and see if there were better solutions available.

The solution that has been decided upon is to sync the Office 365 accounts for students with their BearPass Login, meaning that the password will be the same for both accounts and when a student changes their BearPass Login password their Office 365 password will change as well. This change is expected to have a mainly positive impact and be minimally disruptive. The way students access systems such as the My MissouriState portal, Blackboard Learn, and campus computer labs won't change, but students will need to begin using their BearPass Login password when they access the Office 365 portal or Office 365 services such as email from mobile devices.

Computer Services is in the process of developing documentation and preparing communication and support plans in order to ensure a smooth transition for students with minimal disruption. The timeline for the changes is being finalized, but the preliminary plan is for the West Plains campus to change early October once midterms have finished and for the Springfield campus to change October 20-23, 2016.

**New Business** - Jeff notified council members of three items planned for the October IT Council meeting agenda. These items are updates from The Learning Management System Advisory Committee, the Instructional Technology Advisory Committee, and from Rob Hornberger on the efforts of the task force to identify improved methods of electronically communicating with prospective and current students.

Gloria Galanes motioned to adjourn the meeting. Ryan Wilson seconded the motion, all approved and the motion carried. Meeting adjourned at 4:34 p.m.