



Information Technology Council Minutes

President's Conference Room
March 5, 2019, 8:30 a.m.

I. Call to order/Approval of Prior Meeting's Minutes

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 am in the President's Conference Room, East Tennessee State University.
- b. Members present: Dr. Karen King, Anthony Johnson, Dr. David Currie, Andrea Di Fabio, Michael Laws, Dr. Tony Pittarese, Margaret Pate, Dr. Debbie Dotson, Tisha Harrison, Dr. David Linville, Myra Jones, Tami Baker. Members absent with permission: Dr. Sam Mayhew, Dr. William (Bill) Hemphill.
- c. Karen King called for a motion to accept and approve the February meeting minutes as posted. Dr. David Linville moved for approval, with a second by Tisha Harrison.

II. Action Items

- a. 2FA – Andrea Di Fabio
 - i. Students
 - ii. VPN
 - iii. Remote Desktop
 - iv. GoldLink
 1. Rollout coming along with Adjuncts, Temps, Departmental accounts and employees; planning to be finished by the end of March/first of April.
 2. 2FA has been pushed to most systems in order to create a consistent experience for users. This includes VPN and Remote Desktop while the department continues to work on implementing 2FA for GoldLink and GoldLab.
 - a. 2FA Token available in ITS are available if faculty/staff/students need one.
 3. Formal plan to be developed with input by the Help Desk and then to come before ITC for rollout to students.
- b. Mobile Device Lock Code for Students – Andrea Di Fabio
 1. Looking at implementing lock code requirements for students that connect to the ETSU email system.
 - a. Motion from the IT Technical Subcommittee, with a second from Dr. Linville. All present voting members in favor. Motion Passed

III. Discussion/Information Items – Karen King

- a. Security Awareness Training Vendor Review – Andrea Di Fabio
 - i. Contacting vendors currently to get demos. Waiting to make a decision until after the March 6th meeting with Cisco to discuss unified communications.
- b. New Email Security Appliance and AMP for Umbrella – Andrea Di Fabio



- i. New email security appliances have been installed that will scan and better block malicious emails.
- ii. New antivirus program has been installed and configured in order to rollout and replace the current desktop antivirus.

IV. Subcommittee Reports

- a. Web Steering Subcommittee – Michael Laws
 - i. No Report
- b. Research Computing Subcommittee – David Currie
 - i. AWS – met with Lindsay Daniel regarding HIPAA and to discuss the Risk Assessment. Currently working to implement MFA (Multi-Factor Authentication) using things like LastPass, Google Authenticator; looking at adding Microsoft authentication once the account becomes federated in June.
 1. Federation will be on hold until new AWS application – Control Tower – comes on line in order to better manager security, and sensitive data
- c. Technical Subcommittee – Andrea Di Fabio
 - i. Working on a new VPN policy and form that will be easier for users and removes HR from the verification process for the Remote Access Policy.
 - ii. Working with University Counsel to review the new policies and forms and provide legal feedback.
- d. Academic Subcommittee – Myra Jones
 - i. Have been discussing and will be bringing forward and RFP (Request for Proposal) for a new LMS (Learning Management System) once the D2L contract has ended.
 - ii. Have purchased the JamfPro MDM (Mobile Device Manager) for Apple devices that will tie in to Apple School Manager, once approved, and allow ITS to better service Apple device for the duration of their AppleCare contracts.

V. CIO Announcements

- a. ETSU Website Task Force Update
 - i. Met with the group to discuss the website in its current state and the direction going forward. Karen, Michael, and Andrea working on a plan for moving forward to manage different aspects of the website in coordination with University Relations.
- b. PCI Compliance Update
 - i. Planning to meet with the group coming up to discuss the PCI Compliance policy and feedback. Meetings across campus have taken place with individual functional units that accept payments.
 - ii. Andrea and team creating a plan to segment the network and move to creating a more PCI compliant network. Will re-examine the SAQ after initial work has been completed in order to reassess the environment, and the University's strengths and weaknesses.



- c. CRM Update
 - i. Live for Grad School live as of March 1st, and two programs are expecting applications soon. Meeting with the CRM team coming up to discuss direction and steps going forward.
 - d. Student Advisory Board Update
 - i. Next meeting coming up in April. Thanks for sending the students to the last meeting, there was great feedback.
- VI. **Old Business – None**
- VII. **Adjournment**
- a. Karen King adjourned the meeting at 9:49 am