

Information Technology Council

Minutes

President's Conference Room 206 / Zoom

November 18, 2022 – 8:30 a.m.

1. Call to Order

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:31 a.m. in the President's Conference Room at East Tennessee State University.

2. Attendance

- a. Members present: Rob Archer, Jeff Blanton, Michelle Byrd, Joe Chappell, David Currie, Lindsay Daniel, Wendy Eckert, Adam Greever, Bill Hemphill, Stephen Hendrix, Myra Jones, Karen King, Mike Lehrfeld, Candy Massey, Rob Nelson, Roslyn Robinson, Margaret Pate, Dan VanZant, Steve Webb, Beth Wiley, Jonathan Wilson.
- b. Members absent: Doug Burgess, Micheel Byrd, Bill Flora, Keith Johnson, Rebecca Lewis, David Linville, Mason Mosier, Margaret Pate.

3. Action Items

- a. Move to next meeting as there was not a quorum
 - i. Approval of Minutes from May 3, 2022 and September 23, 2022
 - ii. ERP Backup Policy – will go to legal and out for public comment
 1. Backups stored in AWS in two regions, mid-Ohio and northeastern VA
 2. Question from ETSU Foundation auditor
 3. Will reference BCP in policy

4. CIO Updates

- a. Holden Dalton, new Senior Help Desk Technician, now have three technicians
- b. Annual Tabletop December 14, 2022, Cyderes partner, others on campus to join
- c. Mailbox Forwarding
 - i. Student/Employee - supervisor requests access to employee email
- d. Windows 11 Upgrade started
- e. Security Roadmap is almost complete – Presentation at next meeting by Mike & David
- f. AWS Backup to another region, cybersecurity insurance thru State requires
- g. Dell Cyber Vault, cybersecurity insurance thru State requires,
 - i. Backup w/ air gap is almost ready, has its own firewall
- h. WiFi upgrades in academic buildings

- i. Ekahau heat map, 199 new access points in Rogers Stout, Gilbreath, Sam Wilson, Warf Pickel, Wilson Wallis, Nave, Burgin-Dossett
- i. CRM Upgrade is in user testing
- j. Degree Works Upgrade is in development
- k. Drupal Upgrade in progress goes into production today at noon
- l. Network Segmentation
- m. Alumni Email discussed in previous meeting
- n. ERP Presentation

5. Information Items

- a. Project Management Report – Candy Massey
 - i. Unit Priory Project List
 - ii. Closed Project for 2022
- b. Cybersecurity awareness training – Mike Lehrfeld & David Currie
 - i. Employees that have not completed training by the assigned date will be reported to their Dean or VP, policy states CISO will limit access to those not compliant, 4200 enrolled, 1320 not completed (temps 33%, adjuncts 26%, 90 medical residents), 40% (520) of which work with PHI/sensitive data, will send reminder every 5 days, email to supervisors, will plan specific days in ATS lab for facilities employees, suggested to contact key leaders such as FM chair

6. Discussion Items

- a. Banner departmental accounts – Karen King
 - i. Needs to be a policy brought to ITC by security group subcommittee
 - ii. Generic accounts for GA's, student have access to other student info, have MFA on accounts that access Banner, concern is password – is it being changed, is it shared with students
- b. Moving employees to One Drive – Mike Lehrfeld
 - i. Currently testing, location agnostic working, 1.5g per person, will copy to OneDrive, OD is available, OD is not a backup, sync known folders (documents, desktop, pictures) w/OD via a form in TOPdesk, cloud sync of desktop versioning in OD can go back 30 days, benefits audits and legal issues

7. Subcommittee Reports

- a. Academic/Instructional Technology Subcommittee – Myra Jones, Dan VanZant
 - i. No report, has not met
- b. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld

- i. No report, has not met
- c. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
 - i. Minutes in Teams channel
- d. Research Technology Subcommittee – David Currie, Wendy Eckert
 - i. Minutes in Teams channel
- e. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
 - i. Minutes in Teams channel
- f. Data Governance Subcommittee – Joe Chappell
 - i. Minutes in Teams channel
 - ii. Tom Donohoe selected as co-chair

8. **Old Business** - None

9. **New Business, Announcements, Updates** – None

10. **Adjournment**

- a. The meeting was adjourned at 9:55 a.m.