# Information Technology Council

# Minutes

President's Conference Room 206 / Zoom

January 20, 2023 – 8:30 a.m.

1. **Call to Order**
   a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 a.m. in the President's Conference Room at East Tennessee State University.

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

3. **Action Items**
   a. Approval of Minutes from December 16, 2022
      i. Karen King called for a motion to accept and approve the December meeting minutes as posted. Tom Donohoe moved for approval with a second by Doug Burgess and the motion carried.

4. **CIO Updates**
   a. Voyager Update
      i. March 22 is Campus Kickoff
      ii. HCM – CRP 1.5 completed this week
      iii. ERP – CRP 1 will begin January 30th - February 2nd
         1. System configuration is continuing
         2. Data integration with Bridges
      iv. Work Order System Demo next week
      v. Project is on track for completion on time
   b. Full Staff Meeting Goals
      i. Discussion, additions, revisions, suggestions
      ii. Working on and will incorporate into goals to President

5. **Information Items**
    a. Project Management Report – Candy Massey
        i. [ITS Unit Priority List](#)
        ii. [Closed Projects for 2022](#)
        iii. [New and Closed Project for January 2023](#)
    b. [ITS Projects Procedure](#) – Candy Massey
        i. ==Action==: Motion to endorse ITS Projects Procedures by Doug Burgess, second by Tom Donohoe, procedures were approved. CIO can make changes if warranted.
        ii. ITS procurement piece to be put in their policy and will go out for public comment; communications to newsletter outlining project process to address in a timely manner, early visibility, security review, risk rating, software catalog.
    c. Alumni Email – Mike Lehrfeld
        i. Communication to be sent out in early February and will be removed on June 1.
    d. Annual Cybersecurity TableTop Report – Mike Lehrfeld & David Currie
        i. Confidential draft report, goals were to test incident response procedures and identify areas of improvement, several department representatives attended.
    e. Account compromises and infected machines update – Mike Lehrfeld & David Currie
        i. 82 machines, 33 accounts compromised, 185,000 failed login attempts dropped to 60,000 from December 18 to first week of January.
        ii. On Friday, January 13 shortcuts were not working, Help Desk logged a major incident, determined to be a bad Microsoft update, implemented controls, automated updates pushed update to MS Defender, new security rule for patches.
    f. Ellucian contract for CRM Advance – Beth Wiley
        i. Implementation kick-off is currently being scheduled for one of the first two weeks in February. Go-live is expected to be July 1, 2024.
    g. Chatbot
        i. Exploring students cheating using chatbot written by AI's, ChatGPT.

6. **Discussion Items**
    a. February meeting is also BOT (Board of Trustees) meeting – reschedule/cancel
        i. Karen will decide based on agenda items.

7. **Subcommittee Reports**
    a. Academic/Instructional Technology Subcommittee – Myra Jones, Dan VanZant

      i. Information meeting to discuss updating TBR changes to D2L - will leave as is, after hours/all hour's chat service with D2L – won't do; will discuss chatbot and TikTok, will survey students, exploring new widget.

  b. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld

      i. No report.

  c. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley

      i. ERP Sub-Committee met in December just before the break. Banner updates continue to be tested and applied. Oracle implementations for HR & Finance are getting closer to places which will involve integration discussions.

      ii. Tax updates, data conversion ongoing.

  d. Research Technology Subcommittee – David Currie, Wendy Eckert

      i. Cancelled January meeting.

      ii. AWS on site visit March 27-28, David Currie is contact, will send the meeting list to ITC group if anyone would like to sit in on meetings.

  e. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson

      i. Spring meeting with students, minutes in folder, will email group to see if student workers are available during meetings.

  f. Data Governance Subcommittee – Joe Chappell, Tom Donohoe

      i. Meets next week, master data for standards, check box in Banner when complete security training.

8. **Old Business -** None

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

10. **Adjournment**

  a. The meeting was adjourned at 9:37am.