

# Information Technology Council

## Minutes

Zoom

August 18, 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 a Zoom Conference at East Tennessee State University.

### 2. Attendance

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

### 3. Action Items

- a. Approval of [ITC Minutes June 16, 2023](#)
  - i. Karen King called for a motion to accept and approve the June 2023 meeting minutes as posted. Bill Hemphill made a motion to approve with a second by Stephen Hendrix and the motion carried.

### 4. Information Items

- a. Project Management Report – Candy Massey
  - i. [ITS Unit Priority Report](#)
  - ii. [Closed Project for 2023](#)
  - iii. [New Projects for 2023](#)
- b. DocuSign – Candy Massey
  - i. Campus Enterprise License, electronic signature will integrate with Oracle, working to procure contract to implement it.
- c. Beyond Trust Remote Support Demo – Adam Greever

- i. ITS Help Desk Support Portal, callers can select a HD rep, submit their username, HD accepts and prompts user for a screen share, user has option to approve, approval enables a remote session that allows the HD rep to see the user's screen to guide the user to resolve their issue; HD uses 'jump client' to access equipment off-campus by initiating an attended session and requests a screen share and assistance, user can be at a remote location; ad hoc connection through browser, does not require software, limited to see machine – not drive it, currently tool for ITS employees with admin access only – HD, CTS, Special Projects, tool does work on Mac; a great tool to support students on their devices.

## 5. Discussion Items

### a. D2L Auditor Role

- i. Request for all of Athletics to monitor the academic progress of student athletes by using D2L to access their grades; grades are in Banner, current policy from Dean's council that ITS does not put anyone in D2L site without permission from the faculty of residence in the course, official grades are not in D2L, auditor would only see a particular student, co-instructor can see all students; problems – who is doing work, grade appeals, against current policy; other alert tools are available – SPR rating, first alerts, case reports; can contact Tom Donohoe for methods available to monitor students; Karen will respond that the request was brought to the group and the request is currently a violation of policy.

## 6. CIO Updates

### a. Oracle

- i. Third phase testing begins in the next few weeks, parallel payroll testing, Highstreet is bringing in additional resources to compare payroll modules, moving to bi-weekly pay in January. Finance is working to get their info like they want. User acceptance testing will follow in November. Travis Brooks in ATS is available for training for go live and new employees.

### b. Phone Replacement

- i. Replacing phone system for university from antiquated analog system to cloud system Ring Central, ITS will go first in early October, can switch back and forth between desktop and mobile applications, cell phone will have office number, can control with time settings, everyone that needs a desk phone will receive one, billing will stay the same, availability where people work, messaging, fax to email, fax is HIPAA compliant, will integrate with Teams, requires phone location for E911 compliance. Ring Central is more reliable and an industry leader.

- c. Network Segmentation
  - i. Project is in process, ability to block segments of network for security, putting wire in buildings for personal devices that will be linked straight to internet.
- d. JourneyTEAM
  - i. MS tools, images, patches, O365 have evolved with security features Intune, MS Defender, alerts for high number of files and document shares with PI which will be blocked.
- e. Alumni Email Accounts
  - i. Graduates can keep alumni email for one year only, had 150,000 alumni accounts, shared mailboxes, departmental accounts, gave information to President Noland, talked to Faculty Senate President Ginni Blackhart, will only charge when user needs full O365 account.
- f. Desktop Encryption
  - i. Those that work daily with student info, finance, financial aid, etc.; GLBA compliant; any devices used to access student financial aid must be encrypted; going forward all desktops will be encrypted before they go out.
- g. State Audit
  - i. Have not received follow-up questions, auditors will interview certain ITS people at a later date.
- h. NC-SARA Approval
  - i. At final step, working on THEC new requirements, business continuity, disaster recovery, approved for another year.
- i. Facebook Breach
  - i. An account was compromised, and fraudulent chargers have been resolved.
- j. Will cancel September meeting due to the Board of Trustees meeting.

## 7. Subcommittee Reports

- a. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld
  - i. No report. Plan to meet in September.
- b. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
  - i. Met 7-27-23. Minutes are in the Subcommittee channel.
  - ii. ITS is migrating upgrades for Banner, planning for fall integration testing, no planned outages for first two weeks of fall classes.
- c. Research Technology Subcommittee – David Currie, Wendy Eckert
  - i. Met 8-16-23. Minutes are in the Subcommittee channel.
  - ii. David Currie presented the new AWS product Lightsail as a middle alternative for users, provided cost per usage, can use with RStudio. David will demonstrate Journey Team MS end point alerts at the next meeting.
- d. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
  - i. No report. Planning for fall meeting when students return.
- e. Data Governance Subcommittee – Joe Chappell, Tom Donohoe
  - i. No report. Focusing on Voyager.
- f. Academic/Instructional Technology Subcommittee – Myra Jones, Dan VanZant
  - i. No report. Plan to meet in September when faculty return.

8. **Old Business** - None

9. **New Business** – None

10. **Adjournment**

- a. The meeting was adjourned at 9:50am.