

Information Technology Council

Minutes

President's Conference Room 206 / Zoom

October 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 206 at East Tennessee State University.

2. Attendance

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

3. Action Items

- a. Approval of ITC Minutes from [August 18, 2023](#)
 - i. Karen King called for a motion to accept and approve the August 2023 meeting minutes as posted. Bill Flora made a motion to approve with a second by Mike Lehrfeld 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. Enterprise license that integrates with Oracle.
 - ii. Implementation slides linked above.

- c. **Orchestration of [Security](#)** – David Currie & Mike Lehrfeld
 - i. Security Orchestration and Automation with Journey Team slides linked above.
 - ii. Phase one looks at current infrastructure, phase two implements a couple quick links, application proxy, moving into MS automation and orchestration.
 - iii. Security tools, been using Cisco secure endpoint, new product Cisco SecureX has a nice dashboard but is weakly orchestrated, MS 365 Defender is not as attractive and has advertisements.
 - iv. Project involves security, systems, networking, CTS and special projects groups, 23,588 users, been 18 days since a compromised account from a phishing attack, receiving alerts, following policies and rules, responses include blocking a sender's address, can revoke sessions to investigate and reset pin if compromised, have access to sign in logs, can see addressed contacted, check authentication method, confirm/seek/block IP addresses in same dashboard, MS defender syncs and quick scans to lock and isolate devices, Azure AD application proxy, MS constantly releasing new tools to pick and use.
- d. **[Ring Central](#)** – Rob Nelson
 - i. RingCentral University Basic Training video linked above.
 - ii. Rollout phase is two weeks per phase with 11 phases, temporary phone numbers will show until all numbers are ported, uses SSO, demonstrated RC app that can be used from any device, dial 1-423-xxx-xxxx to dial out across campus, has E911 and location, fax will be rolled out last, will replace one for one, messaging system for faculty and staff.

5. **CIO Updates**

- a. **Voyager**
 - i. Payroll changes
 - ii. User Acceptance Training
 - iii. Other Training
- b. **Advancement Migration**
 - i. CRM Advance plans to go live July 1, integrates with Voyager.
- c. **Help Desk – Beyond Trust**
 - i. Used for remote support calls, the help desk cannot remote in without a prompt to approve, security, special projects and networking are also involved.
- d. **Cyber Security Awareness**
 - i. October is Awareness month, training is open to all employees.
- e. **Network Segmentation**
 - i. Ability to block segments of network for security.
- f. **WiFi Upgrades**
 - i. Still in progress, in academic building now.
- g. **Cable TV to Streaming**

- i. Apogee in residence halls for students, went from coax cable for TV to streaming service, only complaints were some lost an ethernet port, everyone on campus has access through a browser.
- h. Security Audit
 - i. Submitting required documents.
- i. Shared Mailboxes
 - i. Contacting remaining account holders.

6. Subcommittee Reports

- a. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld
 - i. No report.
- b. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
 - i. No report.
- c. Research Technology Subcommittee – David Currie, Wendy Eckert
 - i. Met 9-27-23. Minutes are in the Subcommittee channel.
- d. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
 - i. Met 10-4-23. Minutes are in the Subcommittee channel.
- e. Data Governance Subcommittee – Joe Chappell, Tom Donohoe
 - i. No report.
- f. Academic/Instructional Technology Subcommittee – Myra Jones, Dan VanZant
 - i. No report.

7. Old Business - None

8. New Business – None

9. Adjournment

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