Information Technology Council Meeting

December 3, 2019

Attendees: Karen King, Michaele Laws, Bill Hemphill, Debbie Dotson, David Linville, Myra Jones, Tammy Baker, Tony Pittarese, Andrea Di Fabio, Keith Davenport

I. Security Training Policy
   a. Posted on Teams for review and feedback
      i. Mandatory training
      ii. Ongoing training
         1. Spam email sent each month
         2. Phishing email sent each month
         3. Approximately 3,400 users receiving emails
         4. Send follow up email indicating the results of the users action
            a. Helpful email, not punitive
         5. What are best practices
         6. Other universities have security training policy in place
         7. ETSU to have policy in place by July
         8. ETSU using KnowB4 product

Action Item: Concept endorsed by council. Address any issues then submit to compliance.

II. VPN Access
   a. Streamline process

Action Item: Review VPN Access form

III. IT Sub Committee
   a. Split the committee
      i. Banner Committee – Teresa Laws
      ii. Security and Network Committee – Andrea Di Fabio
   b. Data Standards Committee
      i. Follow up chair of committee

Action Item: Data Standards Committee. Should this be a part of ITC?

IV. TAF Budget
   a. Spending plan in place
   b. Budget usually doesn’t carry forward, but can due to timing
   c. Faculty/Staff Development TAF Index
      i. Use for LinkedIn Learning Campus
1. Available to everyone on campus
   a. Targeted toward students, but faculty/staff is included
d. Hard drive replacements in labs
   i. Replacing hard drives with solid state drives and adding memory
   1. Enables lab computers to be replaced every 4 years instead of 3

V. Web Steering Committee – Michaele Laws
   a. No Report

VI. Research Computing Committee – David Currie
   a. Windows 10
      i. 804 computers with Windows 7 remain, exclusive of signage machines
      ii. Users have been told ITS can be update computers at any time
      iii. Users can request temporary network access, but only a temporary period of time
      iv. Users on machines that can’t be updated
      v. Objective 20-25 computers updated a day
      vi. Winter break
         1. Ask building coordinators to send email to leave machines on for updates
      vii. Question: Data Loss during upgrades – None
      viii. Question: Laptops on and off campus – laptops must be on campus, power on, plugged into network for upgrade
         1. Any problems, call ITS Help Desk or go to the Help Desk

Action item: David Currie received permission to force upgrades on non-essential machines. Essential machines would include, research, finance, clinical.

VII. Technical Subcommittee – Andrea Di Fabio
   a. Windows 7
      i. 250 vulnerable
      ii. 75 of the 250 gain information
      iii. Windows 7 not supported will be high risk
   b. Two Factor Plan for Students
      i. Working on a plan

Action item: Andrea to provide Two Factor Plan for Students during February meeting

VIII. Academic Subcommittee – Myra Jones
   a. Suggest faculty participate in classroom discussions
      i. What do they want/need
ii. Invite people from each department once a semester to discuss wants/needs
   b. ITS and Facilities collaborating to create classrooms and labs

IX. Announcements – Karen King
   a. eSports
      i. Website created. Not visible to public. Finalizing details
      ii. Channel on Twitch
      iii. Twitter Feed
      iv. Large screen with dedicated space in DP Culp
      v. Press Release
         1. Friday, December 6, 2019 at Sam Wilson 205
   b. SGA
      i. Karen will present eSports
   c. Lamb Hall flooded
      i. ITS – Labs and classrooms are ok
      ii. Desk tops, laptops, keyboards, mouse – some damage
      iii. Large amount of building and furniture damage

X. Old Business
   a. None

XI. Next Meeting February 4, 2020

XII. Meeting Adjourned