I. Approval of Minutes February 3, 2020

II. Action Items
   A. Student 2FA – Di Fabio
      i. Need to do modern authentication first, which will remove requirement for app password.
         1. Instructions for modern authentication are ready
            a. Need to do a rollout campaign and plan
      ii. Option to turn on MFA
         1. Should start with a campaign to ask students to turn it on themselves.
         2. If this campaign goes well we should work through a plan to turn on in the fall

III. CIO Announcements/Discussion
   A. Remote Work
      i. Help Desk
      ii. Switchboard
      iii. ITS Full Staff Updates
      iv. App Streaming with AWS Educate
         1. SAS for Epidemiology and Biostats
      v. Z Drive Update
         1. Working on – nextcloud.etsu.edu. Next two weeks it will be ready – maybe.
   B. Update on 2FA for Goldlink
      i. Ready to turn on
   C. IT Audit Update
   D. TOPdesk ITSM – Jones
   E. IT Consultant Report
      i. Reviewed the following components
         1. Technology Environment,
         2. IT Staffing Levels and Organizational Structure,
         3. Infrastructure/network/security
         4. Customer service
         5. ERP Administrative Systems
         6. Academic and Instructional Computing Initiatives
      ii. Current Maturity Level

III. Governance and Communication
      1. ITC Strategy and Function
      2. Increased Communication
      3. Data Governance Leadership
4. Recommendations
   a. Thorough review of charter, mission, structure, and membership
   b. Create definitions of roles and responsibilities
   c. Increase awareness of governance organization
   d. Develop a communication process
   e. Review subcommittees
   f. Expand Banner subcommittee
   g. Conduct an internal awareness campaign

5. IT Strategic Plan

Looking at ITC structure and how to create cross-functional groups. Need to post decisions on the web.
Working on creating a formal strategic plan.
Look at ITC and subcommittees
Update site to reflect decisions made
Review and make recommendations for revision of ITC
Look at who needs to be on the group
Reports from the consultant that people are not aware there is an ITC

IV. Subcommittee Reports
   A. Web Steering Subcommittee – Michaele Laws
   B. Research Computing Subcommittee – David Currie
   C. Security and Network Subcommittee – Andrea Di Fabio
   D. Banner Subcommittee – Teresa Lawson

INB should be gone soon.
AACROA had 20 recommendations
   Prioritizing those, including CRM needs
   Common matching is a priority now
      i. Strata outcomes
      ii. AACROA outcomes
   E. Academic Subcommittee – Myra Jones

V. Old Business
   A. Java License – Di Fabio
Issues across campus. No update but need to keep on the list. What requires Java? What versions are installed on university computers.

VI. New Business, Announcements, Updates

VII. Adjournment