

Information Technology Council

Minutes

Zoom Meeting

March 1, 2022 – 8:30 a.m.

1. Call to Order

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:33 a.m. in a Zoom Conference at East Tennessee State University.

2. Attendance

- a. The roll was called by Rhonda Broyles.
- b. Members present: Tami Baker, Bonnie Burchett, Joe Chappel, David Currie, Deborah Dotson, Myra Jones, Karen King, Michael Laws, David Linville, Candy Massey, Rob Nelson, Margaret Pate, Tony Pittarese, Steve Webb.
- c. Members absent: Lindsay Daniel, Tisha Harrison, Bill Hemphill, Charles Rodholm, Beth Wiley.

3. Action Items

- a. Approval of Minutes from [December 7, 2021](#)
 - i. Karen King called for a motion to accept and approve the November meeting minutes as posted. Margaret Pate moved for approval with a second by Tami Baker.
- b. Outlook Deleted Items - Steve Webb
 - i. Procedure item proposes a 90-day retention period prior to purge which includes a 60-day retention period followed by a 30-day automatic retention period.
 - ii. Karen King called for a motion to accept and approve the procedure item. Tami Baker moved for approval with a second by Tony Pittarese.
- c. ITS Governance Updates – Karen King
 - i. Huron Final Report
 - ii. ITC Charter
 1. Proposal for approval and then Karen will take as an information item to the President's Cabinet and University Council meetings; beginning 2023 Faculty will rotate off, ITS are ex officio members of subcommittees, mid-level staff representative added to ITC membership, Budget Office representative added to ERP subcommittee, subcommittee minutes will be posted in Teams.

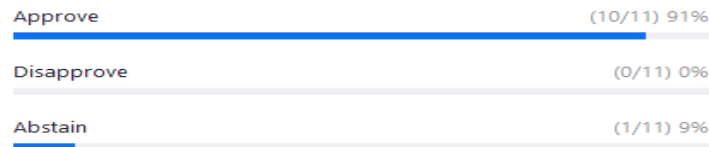
2. Karen King called for a motion to accept and approve the procedure item. David Linville moved for approval with a second by Debbie Dotson. The results of the poll are below:

Untitled Poll

0:40 | 1 question | 11 of 13 (84%) participated

1. ITC Charter (Single Choice) *

11/11 (100%) answered



- d. Project Policy – Candy Massey
 - i. Defines and puts into university governance what was specified in the ITC Charter, covers projects into system, need expectations of project and what end user needs to see, should process be fully disclosed, should flow through steps.
 - ii. A motion was made by David Linville to table.

4. Information Items

- a. Project Management Report – Candy Massey
 - i. ITS Unit Priority List, Online Campaigns, Completed Projects (16) since Dec. 7.

5. Subcommittee Reports

- a. Web Steering Subcommittee – Michaele Laws
 - i. No report.
 - ii. For information purposes, the web team is moving to the Office of University Marketing and Communications effective April 1, as a marketing strategy it is a disadvantage for employees to be separated from the OUMC.
- b. Research Computing Subcommittee – David Currie
 - i. Data Lake pilot has been through IRB and legal, analyzing data by comparing academic performance to entrance exam scores, beginning to look at wifi logs to extract valuable data.
- c. Security and Network Subcommittee – Rob Nelson, Charles Rodholm
 - i. MakeMeAdmin demo, phishing training discussion, access control policy needs to be re-evaluated by the subcommittee before bringing to ITC.
- d. Banner Subcommittee – Beth Wiley
 - i. No report.
- e. Academic Subcommittee – Myra Jones
 - i. No report.
 - ii. For information purposes, two ITS policies that went out for review yesterday were revised, if we don't have a policy, we are held to TBR policy.
- f. Data Governance – Joe Chappell

- i. Identifying and documenting items not working well to correct as transition to new ERP.

6. Discussion Items

- a. ERP update
 - i. Karen, Lori and BJ are meeting with Oracle, UT contract has been signed, HR/Finance/Payroll estimated cost is around \$800k/year, committees and project teams being gathered, met with Vanderbilt rep that implemented Oracle and an Oracle rep that worked with Wyoming during implementation, RFP is out for a deployment partner, have secured an advisor to work directly for ETSU with Karen, Lori and BJ during early steps.
- b. Housing Managed Services Update
 - i. Ticket report card from the beginning of the semester showed several calls which have been resolved, there was an outage after service began, most are happy with the service.
- c. Admin Access
 - i. Gave an update to Faculty Senate on February 21st.
- d. Security Update (Ransomware in Higher Education)
 - i. Gave an update to Faculty Senate on February 21st; Pellissippi State lost all information on servers due to a compromised email account except for Banner (was in Cloud), O365, OneDrive and Mac's; MakeMeAdmin software installed on computers allows user to run as a standard user and elevates privileges when needed to keep everyone from running as admins all the time, first step, concern is a false sense of security, to complete before faculty/students leave for summer, communication to be sent out.
- e. Web Team
 - i. Moving to the Office of University Marketing and Communications April 1st.
- f. Online Discussion
 - i. Huron report follow up meeting with Provost who is developing a list for online programs.
- g. Cyber Insurance Update
 - i. Mentioned three requirements: CIRP and Endpoint detection which we have, and an Air Gap network backup which we are trying to define.
- h. Screensaver update
 - i. Matches digital signage in hallways, is 87% complete, working through issues.

7. Old Business - None

8. New Business, Announcements, Updates – None

9. Adjournment

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