Tennessee Tech University
Information Technology Committee Minutes
November 10, 2011

Present: Absent:

Mr. Richard Cashion/for Ms. Kay Hume   Dr. Annette Littrell
Mr. Danny Reese   Ms. Bedelia Russell
Dr. Paul Semmes
Mr. Jeff Rippy/for Dr. Carl Owens
Dr. Sharon Huo   Present: Resource Persons
Dr. Glenn James   Dr. Bobby Hodum
Ms. April Crockett/for Dr. Doug Bates   Mr. Jerry Boyd
Dr. Doug Talbert   Dr. Dennis Hood
Mr. Josh Edmonds
Dr. Brian Huguenard
Dr. Debbie Barnard   Absent: Resource Person
Dr. Curtis Armstrong   Mr. Matthew Gann
Mr. Jeff Young
Mr. Kevin Thompson/Ms. Tammy Cobb
Mr. Kaller Hunter/ for Dr. Mike Allen   Visitor:
Mr. John Smith   Dr. Mark Stephens
Mr. Kyle Perkins
Mr. Will Nelson

Chairperson John Smith called the meeting to order at 3:10 p.m. in the Deans' Conference
Room.

Approval of Agenda
Dr. Glenn James made a motion to approve the agenda. Dr. Debbie Barnard seconded the
motion. Motion carried.

Approval of Minutes
Minutes of the September 29, 2011, meeting have been corrected, and accepted as attached.

IT Assessment and Strategic Plan RFP
Mr. John Smith said the RFP bids were due November 14th. He said there are two phases of the
RFP:
   • Phase 1 is to look at the external view
   • Phase 2 is to assist in developing a Strategic five-year plan.
Mr. John Smith made a motion to recommend Mr. Thompson, Chair of the Administrative
subcommittee, and Dr. Armstrong, Chair of the Academic subcommittee, to serve on the RFP
Assessment evaluation team. Dr. Glenn James seconded the motion. Motion carried.

Mr. Cashion talked about defining the scope for the RFP project. He said that Finance and Human Resources are not mentioned in the scope, and no one was involved from ITS or ITC, thus making the scope incorrect. Mr. Cashion said the vendors had to have their written questions and comments in between October 19-31, and we had to respond by November 4, 2011.

The question was asked if we could send an addendum to the vendors asking to extend the due date on the RFP bidding.

Dr. Armstrong asked what involvement the ITC would have once the RFP consultants are on campus.

Several questions about the IT Assessment RFP were brought before the ITC. Mr. Smith said he would take the questions to Dr. Stinson and email the results to the committee.

Mr. Reese asked Dr. Stinson in an email if we could amend the RFP to also cover Human Resources, Finance, and Alumni Development in the general scope of the RFP.

IT Coordinating Committee
Mr. Smith said the goal of the ITC is to implement how we can help and not hinder the progress the IT Coordinating Committee is making.

Dr. Stephens: The IT coordinating committee was established about one year ago by Dr. Armistead in response to several things that were happening on campus regarding infrastructure, technology, and software. He said we have expertise in information systems outside Information Technology Services on campus, such as support from Computer Science, MIS, and Web Design, to support the information technology needs of the campus. He said faculty and students groups were working together to support these needs, and there was little or no communication or support for these groups from Information Technology Services (ITS). He said if ITS had the resources and the time they could support these groups and activities on campus. Dr. Stephens said it was not fair to the campus that ITS cannot meet their IT needs because of lack of resources. Dr. Stephens said we need to work on communication between faculty, staff, and the departments on campus. Dr. Stephens asked the ITC if they saw value of asking Mr. John Smith, ITC Chairperson to serve on the IT Coordinating Committee. Dr. Stephens said he would like to see the communication problem on campus resolved.

Dr. Talbert said he serves on both the IT Coordinating Committee and the ITC, and it is difficult to get people to follow procedures. He said the IT Coordinating Committee needs to follow the guidelines and procedures of the committee. Mr. Talbert said the IT Coordinating Committee would discuss if the ITC Chairperson should serve on the committee, and they would present it at the next ITC meeting.

IT Policy, Wording and Changes

Internal Audit asked the ITC to consider two policy changes:

- In the Confidentiality Agreement, there is a statement that says, "Audits will be conducted on a regular basis." Internal Audit suggested that wording be changed to something like, "The confidentiality agreements are subject to audit at any time."
- Consider modifying the TTU password policy that says, "Do not share your password with anyone, including coworkers or supervisors." Internal Audit says it is not consistent with TBR policy and creates an expectation of privacy that does not exist. The TBR policy states, "Users shall not share access privileges (account numbers and passwords) with persons who are not authorized to use them." Internal Audit feels that whatever the modification to the password policy, it is important to distinguish between Banner access and general access.
- Internal Audit requested that we add a statement similar to TBR 1:008:00:00 Section 11 to our TTU policy, so that employees do not have an unwarranted expectation of privacy.

Mr. Reese said there would be a draft policy to make the IT Policy clearer, asking for wording and changes. These changes will be brought back to the next ITC meeting.

Mr. Smith asked the ITC to consider a collaborating tool called Sharepoint for campus document management, and content management.

Managers' Reports

Mr. Cashion, filling in for Ms. Kay Hume, ASSG
Mr. Cashion said the ASSG group was working on a better procedure for prioritizing their project lists. Mr. Cashion said they are looking at formalizing requests and signing off on policy and procedures, because of the number of requests and the lack of communication among the users. Mr. Cashion said because of systems changing, we have three different mobile apps that are being looked at now. A major student release will be next weekend; this has been available for testing for the past four weeks.

Dr. Hodum talked to the ITC about Curriculum, Advising, and Program Planning (CAPP). The CAPP is a comprehensive module which offers flexible student tracking toward degree or award completion. CAPP gives ability to comprehensively track a student's progress toward a goal. Dr. Hodum said CAPP will be used as a degree audit system to instantly indicate the requirements the student has completed and the remaining requirements for their degree or certificate. He said CAPP should be a great aid for the students and the advisors.

Dr. Hood, Systems Support Manager
The Systems group has just hired Mr. Jeremy Ey, Systems Programmer II, and Mr. Brandon Walls, Systems Programmer I. Dr. Hood said they were very optimistic about getting the labs on campus back in good shape. He said they are working on the PCI compliance policy, and hope to have the hardware installed for the virtual desktops by the end of the year. Someone is coming from Pharos next week to schedule implementing the Pharos printing

usage project. Dr. Hood said the software will allow you to track printing quotas.   Dr. Hood said we are running out of space on the Eagle server, and when we move to Exchange 2010, we will have to put quotas on mailboxes because the sizes of files and large quantities of disk space are growing rapidly.

Mr. Boyd, Assistant Director, Network Services and Operations
We are in the process of finishing the networking phase of the Stimulus project. Facilities and West Stadium have Stimulus related work that needs to be completed. There has been no approval to buy extra switching gear to upgrade the Craft Center network.   Funding for upgrading wide area connectivity is being investigated.   Since the last ITC meeting, RESNET switch configurations have been changed in preparation for segmenting RESNET into multiple subnets. Currently there is one large subnet servicing the entire RESNET.   We will assign separate wireless and wired subnets to each of the 15 residence halls and the Tech Village apartment buildings.   The new segmentation will allow us to identify problems faster and help facilitate network access control.   Considerable effort is being spent to complete the network terminations that are part of the first phase of the Tech Village renovation.

Currently we are trying to deploy 35 switches in the Tech Village apartment buildings upgrading the uplinks from 100 Mbps to 1 Gbps. This upgrade will help provide service to the wireless access points that have been placed in all the buildings.

We are on target to deploy device access control by the end of the semester.

Daniel Gonzales is the only technician at this time. A recommendation has been put forth to hire Daniel at a higher level position. If Daniel is hired at this level we will have two open technician positions.

 Mr. Boyd said there has been a lot of activity of adding digital signage on campus. The digital signage, along with new networked copiers, has created a need for many new connections in addition to the 7000 or more connections that were part of the Stimulus project. In the last two or three months, his group has put in 300-400 additional connections.   He said our main concern at this point is to wrap up the stimulus project, get all the equipment installed, and get into a mode of monitoring and tweaking.

Mr. Smith asked if we had funding for the extra switches, and was it a part of the IT request. Mr. Boyd said the extra switches were included in the funding.

Mr. Jeff Rippy, filling in for Dr. Littrell, Manager of Academic & Client Technologies (ACT)
ACT's update is that equipment is moving into the Multimedia Classrooms.

SUCH OTHER MATTERS: Mr. Reese said ITS received approval for funding three new positions beginning in January 2012:
1.   Student Analyst position,

2. ACT to support Agriculture, Human Ecology, Nursing
3. ACT to support University Center and Student Affairs.

Mr. Reese said we are almost ready to advertise for the vacant position of Mr. Richard Cashion.

Mr. Thompson, Telecommunication said they are working on a lot of upgrades; old equipment, voicemail, switches for campus, hardware and software, tech village, servers, backup power plant where the old switch is located, and a switch telephone upgrade for the campus.

Ms. April Crockett filled in for Dr. Bates, Director of Library. Ms. Crockett said they are staying busy configuring the three new digital signs.

Dr. James asked if there was a temporary successor to Mr. Matthew Gann, or will that happen when his position is filled. Mr. Smith said as far as he knew Mr. Gann's position is advertised. Mr. Smith said they are using a student to help in this position until it is filled.

Mr. Cashion said training for the Banner Document Management System (BDMS) Needs Assessment for Admissions is scheduled for December 12th, with installation of BDMS on January 23rd, training for BDMS on February 6th, and installation of the BDMS report manager the week of February 20th.

Dr. Hodum asked if there was any equipment we need for BDMS. Mr. Cashion said departments will need scanners and ITS will set up the servers.

Mr. Smith made a motion to adjourn the meeting. Mr. Hunter seconded the motion. Motion carried. Meeting adjourned at 4:35 p.m.