



# Information Technology Committee

## March 24, 2022 - 11:00 a.m.

### Virtual Microsoft Teams Meeting

### Minutes

#### Opening

The meeting was called to order on March 24, 2022, at 11:00 a.m. by Mr. Eric Brown.

#### Attendees

Voting Members Present	Non-Voting Members Present
Dr. Byron (Andy) Pardue	Mr. Matt Smith, Interim Exec Director ITS
Dr. Darron Smith	Mr. Will Hoffert
Dr. Jeannette Luna	Ms. Lisa Maas
Dr. Cory Gleasman proxy for Dr. Julie Stepp	Ms. Judy Riggsbee
Dr. Lisa Zagumny	Mr. Cody Bryant
Ms. Katherine Williams	Mr. Brandon Walls
Dr. Bedelia Russell	Mr. John Woodard
Ms. Sharon Holderman proxy for Dr. Doug Bates	Ms. Susan Lomax
Dr. Mark Stephens	Dr. Jason Beach
Dr. Susan Wells	Ms. Judy Riggsbee
Dr. Sandra Smith-Andrews	Mr. Cody Bryant
Mr. Chuck Roberts	
Ms. Elizabeth Williams proxy for Mr. John Smith	
Mr. Eric Brown, Chairperson	<b>Absent</b>
Ms. Emalee Hamblen proxy for Ms. Terri McWilliams	Mr. Daniel Brent Drexler
	Mr. Braxton Westbrook
	Dr. Stephen Robinson
	Mr. Greg Holt

#### Approval of Agenda

A motion to approve the agenda was made by Dr. Lisa Zagumny and seconded by Dr. Darron Smith.  
Motion passed.

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## **Approval of Minutes**

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Dr. Jeannette Luna advised that the spelling of her name was incorrect on the January 20, 2022, minutes. A motion to approve the minutes of the previous meeting after making necessary corrections was made by Dr. Lisa Zagumny and seconded by Dr. Darron Smith. Motion passed.

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## **Election of ITC Chairperson for FY22-23 (July 1, 2022, to June 30, 2023)**

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Mr. Eric Brown, the Chairperson, advised that the ITC Chairperson position is up for election and asked for nominations for the chair.

Dr. Lisa Zagumny asked if Matt (Smith) was currently the chair of the ITC Committee.

Mr. Eric Brown advised that he is the current ITC Committee Chairperson.

Mr. Matt Smith, Interim Exec Director of ITS, advised that he is serving as the Interim Executive Officer and could not serve as the ITC Committee Chairperson. Mr. Matt Smith, Interim Exec Director of ITS, asked for recommendations or nominations for the ITC Committee Chairperson.

Dr. Lisa Zagumny nominated Mr. Eric Brown, asking if he was interested in serving another year.

Mr. Matt Smith, Interim Exec Director of ITS, asked if there were any other nominations. There being no further nominations, Mr. Matt Smith, Interim Exec Director of ITS, asked Mr. Eric Brown if he would be willing to serve as Chairperson for another year.

Mr. Eric Brown agreed to serve as Chairperson for the following year.

Mr. Matt Smith, Interim Exec Director of ITS, asked for a second to Dr. Lisa Zagumny 's nomination of Mr. Eric Brown. Dr. Darron Smith seconded the motion. Mr. Matt Smith, Interim Exec Director of ITS, took a voice vote. Motion passed.

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## **Inactive Email Accounts**

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Mr. Matt Smith, Interim Exec Director of ITS, stated that a couple of years back, a policy was approved by his predecessor Ms. Yvette Clark through the Board of Trustees about email accounts and their proper use. Policy section 5, part D states that the email accounts will remain active through the account holders' active affiliation with the University (excluding Emeritus). I'm talking about people that have left Tennessee Tech, terminated, or retired. For example, in some situations, when Ms. Yvette Clark left Tennessee Tech, I took over as interim. I had the opportunity to go through the email and pull some needed things, such as meeting schedules. However, the email can't sit out there indefinitely, so there are some issues behind that one. I have to still have security on the account. Most of our email accounts have an A5 license associated with at the cost of \$117.00 per year per account. Any email account that we keep, and it doesn't matter if it's twenty (20) years old, could become subject to an open records request. I have to keep an Active

Directory account associated with an active email account. The accounts are in the cloud now with Microsoft, which causes some complexity regarding the groups and how I manage users. We still have active accounts of people that are not affiliated with the university, which causes a lot of overhead.

Mr. Matt Smith, Interim Exec Director of ITS, stated that he estimates that there were about 2700 active or inactive accounts. Over a three (3) year time frame, we inactivate approximately 164 accounts per year. It is a budget concern, and I am in the same constraints that every other department is across campus.

Mr. Matt Smith, Interim Exec Director of ITS, recommends we follow the inactive accounts policy, stating that he understands that there will be a need to forward an email account for a period of time or want an automatic reply to let people know an employee is no longer with the University. Some may want to go through that email account to find out if any information needs to be gathered or keep the account for a period of time. Mr. Matt Smith, Interim Exec Director of ITS, stated that he doesn't want that time period to be indefinite.

Mr. Matt Smith, Interim Exec Director of ITS, stated that he recommends that when someone leaves the university, there is an automatic six (6) month retention allowing departments / supervisors to set up automatic replies, go through their calendars, and get information. Realizing that there could be special situations, there could be an additional six (6) month extension approved by the CIO or designee, noting additional charges to the department could apply. Through discussion, Mr. Matt Smith, Interim Exec Director of ITS, stated he would like to develop some documented procedures placed on Policy Central in the Related Documents section. Mr. Matt Smith, Interim Exec Director of ITS, indicated that he has to find a better way to manage email accounts as the current model is unsustainable. Mr. Matt Smith, Interim Exec Director of ITS, opened the topic up for discussion.

Dr. Jeanette Luna stated that she understood as people retire and we have a lot of email accounts sitting out there. Dr. Jeannette Luna noted that the hiring process for Faculty is approximately a one (1) year process, advertising in the Fall and interviewing in the Spring. Dr. Jeannette Luna provided an example – Wayne Leimer was in charge of our XRD machine, and we would not know if there were emails in that email box that they might need until a replacement was hired. Dr. Jeannette Luna asked if it would be possible to extend this to two (2) years after they are no longer affiliated with the University.

Dr. Lisa Zagumny stated that she was not opposed and understood Mr. Matt Smith's position. Dr. Lisa Zagumny says that there are a lot of universities that are going to Gmail for their email accounts and asked if there was a benefit to looking at Gmail and could discuss this at a later date.

Mr. Matt Smith, Interim Exec Director of ITS, stated that we have strategically invested in Microsoft and there are many benefits with the A5 licenses. Its not only your email account but also productivity software, including Microsoft Word, Excel, and PowerPoint.

Mr. Matt Smith, Interim Exec Director of ITS, asked about maybe going to one (1) year and six (6) months with a possible extension without going past two (2) years? A fair amount of turnover is not happening in the Faculty ranks, and we could roll over these much quicker.

Dr. Jeannette Luna stated she thought a year with a department option to extend for a second year would be fine.

Mr. Matt Smith, Interim Exec Director of ITS, asked Dr. Jeannette Luna if she would be okay with the department picking in the second year if ITS covered the first year.

Dr. Jeannette Luna stated that she could not speak on behalf of all the Faculty in this meeting.

Mr. Matt Smith, Interim Exec Director of ITS, stated that he was under the same budgetary constraints as all the other departments, and he is trying to find a middle ground.

Dr. Jeannette Luna stated she thought it would be okay because no one wants to drag it out longer and hold on to older email addresses. It is just in cases where you have a Faculty member who may have contract stuff about pieces of equipment that you would not want to get rid of until you have replaced that position. Dr. Jeannette Luna stated that she thought this would be the exception, not the rule, so she thinks this would be fine.

Ms. Sharon Holderman asked if ITS was thinking of extending to one year; that would certainly solve my question by default. Ms. Sharon Holderman asked another question on the student side. If you have students who take one semester off and most of our students don't go summer, they all would lose their email addresses.

Mr. Matt Smith, Interim Exec Director of ITS, stated that it this ruling would only apply to employees of the University. There is already a process that allows for the lapse on the student side.

Ms. Judy Riggsbee stated that she was told that a staff member in EMPC was having trouble managing all his emails. Upon further investigation, she found that four (4) email accounts in that area were still active, and none of those people had worked for the University in almost three (3) years. Ms. Judy Riggsbee commented that she had put in a ticket to have those accounts closed. Ms. Judy Riggsbee noted that she did not see anything wrong with cutting off Administrative and C&S accounts for six (6) months up to a year.

Mr. Matt Smith, Interim Exec Director of ITS, stated what he had found is that typically, people contact us maybe once a year and even less. I have found through my personal experience is even if there is no active account, people will still find a way to get in touch with me either by the Help Desk or the University's general telephone number. Mr. Matt Smith, Interim Exec Director of ITS, stated that he would discuss with the ITS staff to see if we can identify people as they leave. Providing Faculty an extended period and Administrative/C&S staff a shorter time until accounts are deactivated.

Dr. Sandra Smith-Andrews stated that some Emeritus Faculty were removed very quickly from their email accounts; however, they were still actively involved in the University. Dr. Sandra Smith-Andrews noted that she was concerned about the words automatically purged. Dr. Sandra Smith-Andrews stated that they had lost some valuable contact with some Faculty who were still active but retired and classified as Emeritus who disassociated with the University because they were frustrated with the email situation. Dr. Sandra Smith Andrews suggested that Mr. Matt Smith reach out to Mr. Jeff Roberts should he have any questions or need additional clarification. Dr. Sandra Smith-Andrews clarified something that had just happened to her when she was the village head at Crawford for three (3) years and left that position, still a tenured associate, to be a Curriculum and Instruction professor. She received an email stating that they (ITS) were purging her email. When people have multiple roles, we need to ensure they don't get automatically removed from access because they have another active role.

Mr. Matt Smith, Interim Executive Director of ITS, wanted to address two (2) items. The first item of Emeritus. ITS has a Designated Individual Account Continuation (DIAC) form. The sponsoring department that wants to keep the Emeritus affiliation would complete the form requesting the continuation of the account for one (1) term and pay a small charge. Mr. Matt Smith, Interim Executive Director of ITS, addressed the second item stating that Dr. Sandra Smith-Andrews would have up to one (1) year to go into the old email account and gather the information that is needed and transfer the information to the new account with Curriculum and Instruction.

Dr. Sandra Smith-Andrews confirmed that it was not her village address; it was her SJSmith faculty address.

Mr. Matt Smith, Interim Executive Director of ITS, stated that if you transferred one to the other and required a new email address, you would be guaranteed a year and possibly an extension.

Dr. Sandra Smith-Andrews commented that she was still an active Faculty member. Dr. Sandra Smith-Andrews stated that she was talking about ensuring safeguards are in place so that accounts don't get accidentally shut off. Dr. Sandra Smith-Andrews further commented that she is aware that this has happened to other Faculty members in the past and would hope that safeguards would be in place to prevent this from happening again.

Mr. Matt Smith, Interim Executive Director of ITS, stated that he would bring it back to the ITC Committee for their review while drafting these procedures. The discussion today was just a presentation of an idea.

Dr. Jeannette Luna asked if there was a difference between email access and inactivity and whether today's discussion was regarding inactive emails.

Mr. Matt Smith, Interim Executive Director of ITS, confirmed and clarified using the example of Ms. Yvette Clark. With Ms. Yvette Clark no longer being affiliated with the University by policy, she can no longer have access to her email account. However, her data is still out there, and we have to keep it secure. Mr. Matt Smith, Interim Executive Director of ITS, again confirmed that he would bring a draft of the departmental procedure back to the ITC Committee for review.

Mr. Eric Brown, the Chairperson, commented that he thinks it is essential to go through these accounts because we are wasting a great deal of money that could be applied in other areas.

Mr. Matt Smith, Interim Executive Director of ITS, commented that there has always been a little reluctance because of how dependent some of our University staff members are on email, using them for file storage and other reasons. Mr. Matt Smith, Interim Executive Director of ITS, stated that this is a problem that is continuing to grow, and we've got to get into some sustainable model.

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### **ITC Procedures – Amendments Approved**

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Mr. Matt Smith, Interim Exec Director of ITS, wanted to update the committee regarding the proposed amendments to the ITC Procedures. The procedures included one significant change to start the next academic year. We wanted permanent membership from the Director of the CITL. There were also minor changes like title changes and grammatical corrections. The amendment also clarified the Chairperson's role in the event of a tie and now is identical to the Administrative Council procedures. These were presented to the Administrative Council and were approved.

Dr. Sandra Smith-Andrews commented that the procedures still need to be presented to the University Assembly before having final approval. If University Assembly approves in April, they will be effective July 1, and if the amendment is approved in December, they will be effective January 1.

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### **Team Dynamix Update**

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Mr. Will Hoffert provided an update on the transitioning from the old Footprints system to Team Dynamix. A solution to address some of the campus requests and issues. Team Dynamix provides the end-user with email replies and updates to tickets. It provides a searchable reference and knowledge base. End users will be able to submit their own tickets.

Mr. Will Hoffert stated that it was still in the early stages, and they are working on workflows and automation to serve the campus community better.

Mr. Will Hoffert stated that they are working on customizing the form base allowing the end-user to provide the information that can help ITS provide quicker or better service. For example, if someone puts in a ticket stating that they are having Wi-Fi issues, the system will go directly to our Net-Ops unit, reducing the time in getting the ticket closed.

Mr. Will Hoffert stated that if anyone has logged in or gone to the website recently, you've probably noticed that the landing page gives you some of those things we just talked about, like the service catalog and the knowledge base at the top of the page. ITS will keep tagging things over time as we see what people are looking for to provide better search abilities. The end-user

will have the ability to check on the status of a ticket and respond or update the ticket if things have changed.

Mr. Matt Smith, Interim Exec Director of ITS, stated that one important aspect of this new ticketing system is that it gives ITS management more visibility about what is going on, when things are handled, and the possibility to make adjustments to resources. Data through this will help us address the end-user's needs more efficiently.

Ms. Sharon Holderman asked if there was an estimate of when the personnel management tickets will go from Footprints to Team Dynamix?

Mr. Will Hoffert stated that they are currently working on this. We are getting Team Dynamix ramped up; however, he could not give an estimated time frame because things shift as new projects come online, but it is included in our scope.

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### **Ad Hoc Committee Update**

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Dr. Lisa Zagumny stated that there are twelve (12) committee members on this sub-committee and have met four (4) times this semester. The committee was provided a spreadsheet with approximately thirty-five (35) tabs that included twenty-seven (27) buildings with an inventory of equipment by room. It offered the current status of the equipment, the cost of the standard set-up per room, the cost per year, the date of the last refresh, the date of the next refresh, and then classroom utilization. The committee is taking a deep dive into all of the information and prioritizing those rooms identified as the most in need.

Dr. Lisa Zagumny advised that the committee has the results from Dr. Jason Beach's survey about technology use, which is being taken into consideration with the classroom set-up. Currently, there's about \$500,000 available for classroom updates, which is not enough to do all the necessary updates, which again goes back to prioritization. The committee is looking at classroom capacity, knowing that the EMS system includes technology and spaces.

Dr. Lisa Zagumny stated that the committee is trying to identify a minimum standard for functionality in a classroom. Just the bare minimum standard would include a way to record the lecture and or other materials like a projector or TV, depending on the room size, a motorized or manual screen, or a whiteboard. Dr. Lisa Zagumny discussed the connectivity of laptops, laptop plug, and teaching stations and their associated cost.

Dr. Lisa Zagumny stated that the committee has identified minimum standards and is going back to prioritize and identify rooms that need to be taken care of sooner rather than later. Dr. Lisa Zagumny stated that the committee noted that while the idea of a teaching station where you have a laptop plug-in is ideal because it reduces cost, we also had to think about adjunct instructors in classroom space and if there was still a need to have a teaching station with the desktop.

Dr. Lisa Zagumny asked Dr. Darron Smith, another committee member, if he had anything to add or if she had left anything out of the update.

Dr. Darron Smith replied that Dr. Lisa Zagumny had done a great job.

Mr. Matt Smith, Interim Exec Director of ITS, stated that he wanted to remind the committee that this is a big problem we've had at Tennessee Tech for many years. Big problems don't get solved overnight, and we are trying to have in-depth discussions to find a sustainable model.

Mr. Matt Smith, Interim Exec Director of ITS, commented that he wanted to remind everyone that we may not have the end solution or recommendation within a year. As I am in the Interim position, I encourage everybody on this committee to keep having these discussions. This is a long-haul project, and we're on the right track, but a lot more work needs to be done.

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### **Strategic Planning Sub-Committee**

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Mr. Matt Smith, Interim Exec Director of ITS, provided a brief update on this committee. The committee has reviewed our technology and discussed a few ideas, but I think we have found that we don't have enough data compared to the Ad-Hoc committee. Many things come down to how much these things are being used and the cost. We do have a certain category of software that is in our labs that is much easier for us to gather data. However, there are still many softwares that are being used outside of our labs that we have not been able to collect information about, and we are in the data-gathering phase. We are trying to get enough data to allow the committee to start in-depth conversations.

Dr. Jeannette Luna commented that she appreciates the need to gather data about how the software was being used in the past. Dr. Jeannette Luna stated that in Faculty Senate, they hear that people have requests for things to be funded by TAF that are not being funded. Dr. Jeannette Luna asked if the data collection is slowing down the spending of TAF monies?

Mr. Matt Smith, Interim Exec Director of ITS, stated that TAF already commits to \$750,000 annually toward software. There are no new TAF monies to spend on software, and one thing that is working against us is the annual escalation where the cost goes up every year.

Dr. Jeannette Luna thanked Mr. Matt Smith for the update and commented that maybe the news that had gotten out was that people were revisiting how TAF monies could be spent and that there is the hope of new TAF monies that would be available.

Mr. Matt Smith, Interim Exec Director of ITS, stated that overall, our goal would be to say we have this portfolio of software that we are paying for, and we are not saying what is right or wrong. But we are saying how should we look at these and what should these things be? What is a good justification that it is funded either partially or entirely by TAF, and what metrics are being used?

Mr. Matt Smith, Interim Exec Director of ITS, also commented that the committee could establish how we can look at this portfolio of software and manage it more efficiently. It is \$750,000, which is a substantial amount of money.

Mr. Matt Smith, Interim Exec Director of ITS, apologized for any miscommunication and advised that barring a considerable enrollment shift up, we could not be able to fund anything new.

Dr. Bedelia Russell stated that the other thing that the committee is looking at is the impact on students. How many students does it impact versus a niche type of software? Software like LinkedIn Learning, UM, TEAMS, or a second server for Respondus and, if Online revenues could cover any cost. Possibly using other revenue streams would free up TAF and establish a better process and procedure for doing those requests. Dr. Bedelia Russell commented that she could remember when departments would request things annually.

Dr. Bedelia Russell commented that the committee wanted to make sure that TAF has more clarity and transparency in how those requests are made, whether they are denied or not, and to at least be given an opportunity. Dr. Bedelia Russell commented that we need a better-established process, as it seems like we've lost the process somewhere along the way. We had to look at what we were doing and found out that we have liberty but the process for how we request and how it is applied is not there.

Dr. Jeannette Luna confirmed that this is exactly what she was trying to bring up. Providing a local example where the College of Arts and Sciences would like to upgrade teaching carts for the English department and upgrade the computers in ArcGIS labs and have about twenty-five (25) computers picked out and have the quote and are ready to make those purchases. We are hearing that we are not sure that TAF will cover the cost, so the College is not prepared to make those purchases. Without a process in place, it is challenging to know who will be providing the funding. If TAF money should be purchasing them, we should use TAF money.

Mr. Matt Smith, Interim Exec Director of ITS, provided some clarity, stating that we have always funded our Cornerstone Labs from a TAF perspective. Those are identified as available 24/7 across campus. The labs are not discipline-specific but may have discipline-specific software on them that is funded by TAF and is for the general Tennessee Tech student population.

Mr. Matt Smith, Interim Exec Director of ITS, stated that computers should be discussed within the other Ad Hoc committee. The Ad Hoc committee is replacing technology like your projector, document cameras, and other equipment that the Faculty use to teach students. If it is not a Cornerstone Lab available to everyone, it's probably going to fall on the department to fund. Mr. Matt Smith, Interim Exec Director of ITS, also stated that we know we cannot support all the labs, but we are trying to fund as many as we can; however, that takes a substantial amount of money to address classroom technology.

Mr. Matt Smith, Interim Exec Director of ITS, also noted that the other big substantial part is the staff at our Help Desk. It provides support for our students with extended hours at the beginning of the semester versus our regular operating hours.

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## **Other Items**

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Dr. Jeannette Luna commented that recently, there had been a lot of discussion about increased CyberSecurity attacks, especially with the Ukraine conflict. Dr. Jeannette Luna also commented that what Ms. Karen Lykins had done in the past when we were going through COVID was to push out new releases to remind everybody to be vigilant. She thought it would be wonderful if we could get a news release out. Maybe work with Ms. Karen Lykin's office to remind everyone to be extra vigilant for CyberSecurity.

Mr. Matt Smith, Interim Exec Director of ITS, noted a message had already gone out on Tech Express. We are already planning to release a couple more messages, and they are in the works. Mr. Matt Smith, Interim Exec Director of ITS, also noted that ITS has already seen increased activity.

Mr. Matt Smith, Interim Exec Director of ITS, noted that several people are rolling off the ITC committee this year, and he wanted to thank them for their service to the committee. We will make sure to acknowledge your service in another form in the coming weeks.

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## **Adjournment**

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There being no other items, a motion was made to adjourn by Dr. Lisa Zagumny and seconded by Dr. Darron Smith at 12:00 p.m.