

# Information Technology Committee

Meeting Minutes  
February 13, 2014  
Clement Hall Room 119

## Opening

The regular meeting of the Information Technology Committee was called to order at 3:00pm on February 13, 2014, in Clement Hall Room 119 by Chairperson Doug Bates.

## Attendees

### Present

Mr. Reid Christenberry  
Dr. Annette Littrell  
Ms. Deb Zsigalov  
Dr. Curtis Armstrong  
Mr. Rick Cumby  
Mr. Josh Edmonds  
Dr. Brian Huguenard  
Mr. Jeff Young  
Dr. Ken Currie  
Mr. Kevin Thompson/Ms. Tammy Cobb  
Ms. Ann Hellman  
Dr. Mike Allen  
Mr. John Smith  
Dr. Carl Owens  
Dr. Paul Semmes  
Dr. Mark Stephens  
Dr. Glenn James

Dr. Doug Bates

### Absent

Dr. Doug Talbert  
Dr. Scott Northrup  
Dr. Debbie Barnard  
Ms. Samantha Blanton  
Mr. Ken Brown

### Resource (Non-Voting)

Jerry Boyd  
Dr. Dennis Hood  
Dr. Bobby Hodum  
Ms. Lisa Maas

## Approval of Agenda

The agenda was unanimously approved as distributed.

## Approval of Minutes

A motion to accept the minutes of the November 14, 2013, meeting was made by Dr. Glenn James; seconded by Mr. John Smith. Motion carried.

## Web-based Classes & Banner

Dr. Michael Allen opened the discussion regarding Banner coding for online classes (M01, M02). Dr. Allen would like a notice to go out to more completely explain these codes and how they should be used in coding classes within Banner by departmental

staff. MO1 is completely online and MO2 is mixed (hybrid), but not everyone realizes that a face-to-face course may use iLearn. Mike requests that ITS communicate this. Dr. Armstrong mentioned that Records would actually own this issue although we can communicate this problem to them. Mr. Rick Cumby will liaise with Records regarding this use.

#### **Update: SharePoint**

CIO Reid Christenberry discussed that production SharePoint is installed; consultants were here just last week to go over this installation with the ITS staff. We are focusing on the use of SharePoint as a collaboration tool, reaching across community lines with faculty, staff, and students. Several departments have already shown interest in using SharePoint as soon as possible. We will be hiring a SharePoint developer as soon as possible. In the meantime, we will continue learning and rolling out the production version. It's tightly interwoven with other MS Office products, including Outlook. Our primary focus now will be deployment and setting up team sites. We will have training, and share those resources with the committee.

#### **Update: Strategic Planning**

Mr. Christenberry discussed the strategic planning process. We did an RFP, which is complete. Three were qualified and very competitive. The winner was Berry-Dunn. This has moved to the TBR for approval since the final dollar amount was more than originally anticipated. We anticipate the consultants will be here in the next few weeks to begin. They will be meeting with the Strategic Planning subcommittee of the ITC. Those members are: Reid Christenberry, Doug Bates, Mark Stephens, Josh Edmonds, Ken Brown, Carl Owens, and John Smith, with Annette Littrell as the resource.

#### **Purchasing Technology on Campus**

Dr. Annette Littrell discussed upcoming changes regarding the purchasing process for technology, which will begin at the end of spring semester. The ITC will no longer be required, and each departmental ITS liaison will be officially responsible for getting quotes and approving purchases.

#### **Client Services Changes**

Dr. Littrell also discussed additional hirings which are allowing new departmental representatives to be appointed in several areas. Additionally, two managers will be hired by the end of the fiscal year for the Service Center and for Learning Spaces.

#### **Draft IT Policies from TBR**

Mr. Christenberry discussed that some of these are policies developed with a TBR working group, headed by Tom Danford, as proposed TBR policies; these are currently in the process of being approved. A recent IT audit revealed some inadequacies of existing policies. The others are locally developed, some of which the committee has seen before.

*AUP:* The Committee has already approved this, but after review by legal counsel, some minor changes were made on page 3, item 4 regarding the wording about pornography. Dr. Armstrong also discussed WireShark as a possible item which might constrain academic use for an authentic academic experience. CISO Deb Zsigalov agreed that was an acceptable academic use. After discussion, wording similar to “Use by faculty or by students under the supervision of faculty for educational purposes constitutes authorization” will be used. Motion to approve as amended made by Dr. Mike Allen; seconded by Dr. Curtis Armstrong. Motion carried.

*Access Control:* We are attempting to proactively put these policies in place prior to the next round of audits, including activating “least privilege” via role-based access, where Banner and/or domain credentials are used. Dr. Armstrong asked if we could find an example or template which is more clearly aligned with an educational institution rather than a corporate feel. Ms. Zsigalov said that we could try to find other peer policies. This draft came from an educational institution, and is in place in other educational entities, but probably not our peers in the state of Tennessee. She also pointed out that this is currently more relaxed than some being drafted at EDUCAUSE. She will gladly accept feedback and bring it back to the next meeting. Tabled.

*Change Management Policy:* Mr. Christenberry discussed change management within the IT organization for making substantive changes to production systems, which affect campus users. TBR is planning to implement this as well. A motion to approve was made by Dr. Currie; seconded by Dr. James. Motion approved.

*Acquisition/Allocation:* This policy allows us to manage standards on what technology gets purchased with institutional funds. It’s not intended to be overly restrictive but simply to protect the university’s users and technology. A motion to approve was made by Dr. Mike Allen, seconded by Ms. Tammy Cobb. Dr. Ken Currie asked for more time to read through this. Tabled.

*Enterprise Update Policy:* withdrawn (procedural)

*PII:* This policy goes into detail as to how we will handle and protect PII data on campus. A motion to approve was made by Dr. Mike Allen; seconded by Mr. John Smith. With one no vote, the motion carried.

### **Other such matters**

Ms. Zsigalov noted that the new firewall is in and in place as of January; it is currently being configured in an ongoing process. Although Banner is behind a firewall, most of our other systems are behind only our perimeter firewall, with a default rule that allows any and all traffic. We get slammed daily from all over the world, resulting in this garbage traffic deteriorating our network health. We need to block everything except the

traffic that is of use to the university. She would like feedback on how to best communicate/implement this so that the university is aware of coming changes to “raise our shields” while not interfering with our legitimate traffic.

### **Adjournment**

Meeting was adjourned at 4:29pm by Chairperson Doug Bates.

Minutes submitted by: Annette Littrell