

**MINUTES**  
**Information Technology Advisory Committee**  
**December 4, 2019**

Attendees: Thomas Asbury (guest), Lisa Blackwell, Matt Gardner (for Bob Phillips), Danny Kemp, Phillip Hardy, Neal Leahy, Peter McCann, Elizabeth McCormick, Lisa McDaniel, Margaret McManus, Jackie McNabb, Ed Oakes, Laura Quesenberry, Denise Rahmes, Sean Ramsey, Scott Shull, Ken Smith, Matthew Taylor, Andrew Travis, Jeff Willner

Absentees: Adrian Aron, Charlie Cosmato, Randa McDonald, Jaehwan Jeong, Melissa Neal, George Santopietro, Meghan Spraker, Geoff White, Margie Vest

Elizabeth McCormick called the Information Technology Advisory Committee to order at 8:32 a.m. on December 4, 2019 in Martin 230.

Elizabeth asked for a motion to approve minutes for the October 2, 2019 meeting. Sean Ramsey motioned, Phillip Hardy seconded, motion carried.

I. Office 365 Authentication Changes – Ed Oakes asked for recommendations when to activate the Microsoft settings change that will require two factor for email. Neal Leahy feels that the sooner we turn on the better. Sean Ramsey asked if we could do pilot groups and start publishing changes in January activating in May. Ken Smith suggested sending a special message to the Deans to pass the information along to other faculty and staff.

II. DoIT Survey – The DoIT annual survey will be sent out today and will be similar to past surveys. Everyone is encouraged to complete the survey, as it is beneficial to DoIT to help identify areas to address and improve. An email reminder to complete the survey will be sent out next week.

III. Phishing Campaign Results – A phishing message was sent to all students on October 30, 2019 mimicking a fake IT Service desk email that has been received in the past. Of the 9,334 emails sent 4,043 were opened, 1,870 clicked the link and 25 students reported the email. If a student clicked the link it took them to the DoIT Security website with more information on National Cybersecurity Awareness Month along with more details on how to secure your devices, profiles and identity.

IV. DUO Call Me Usage – Andrew Travis reminded everyone that when using DUO to check the remember me for 14 days. The call me option is the least secure to use and the costliest. The university is charged for each time the call me option is used averaging around \$16,000 a year. Currently, work is being done on a campaign to encourage people to use DUO push.

V. My RU/Mobile App – The current platform for MyRU is Luminus. Radford has had Luminus for twelve years and it has become costly to maintain. Jackie McNabb displayed other universities' portals as examples. The new platform will have my favorites and a search feature. Feedback from faculty as to what they use the most and anything that they would like to add is welcomed. The change would occur in the spring with both versions running for a few months. A new platform will be hosted and the current platform is hosted on premise.

VI. Service Catalog - Denise Rahmes displayed the new Service Catalog that is now on the DoIT website. The Service Catalog provides a standard framework for publishing service information, enhances understanding between service providers and constituents, makes IT services visible and useful for the community, facilitates continuous improvements and improves IT response to

the various needs of institutional users. She encouraged everyone to go to the DoIT website to explore the service catalog and provide feedback.

With no further business to come before the committee Elizabeth McCormick requested a motion to adjourn, Ed Oakes motioned, Ken Smith seconded, motion carried. The meeting adjourned at 9:34 a.m.

Respectfully submitted,  
Sharon R. Ratcliffe