

MINUTES
Information Technology Advisory Committee
October 2, 2019

Attendees: Thomas Asbury (guest), Adrian Aron, Lisa Blackwell, Charlie Cosmato, Danny Kemp, Neal Leahy, Peter McCann, Elizabeth McCormick, Lisa McDaniel, Randa McDonald, Margaret McManus, Jackie McNabb, Ed Oakes, Bob Phillips, Laura Quesenberry, Denise Rahmes, Sean Ramsey, Scott Shull, Ken Smith, Meghan Spraker, Matthew Taylor, Andrew Travis, Geoff White, Jeff Willner

Absentees: Phillip Hardy, Jaehwan Jeong, Melissa Neal, George Santopietro, Margie Vest

Charley Cosmato called the Information Technology Advisory Committee to order at 8:30 a.m. on October 2, 2019 in McConnell 170 Conference Room.

Charley asked for a motion to approve minutes for the May 3, 2019 meeting. Adrian Aron motioned, Randa McDonald seconded, motion carried.

Charley asked for nominations for Chair of the Information Technology Advisory Committee for 2019-2020. Elizabeth McCormick volunteered to be Chair. Geoff White made a motion to nominate Elizabeth as Chair for ITAC, Sean Ramsey seconded. By unanimous vote, Elizabeth McCormick was elected Chair. Charley, asked for nominations for Vice Chair. Adrian Aron volunteered to continue in his role as Vice Chair. Ed Oakes motioned for Adrian Aron to be Vice Chair, Randa McDonald seconded. By unanimous vote, Adrian Aron was elected Vice-Chair.

I. University Events Calendar – Jackie McNabb gave a demo of the new University Events Calendar. Web & Mobile Technologies along with University Relations has replaced the online web calendar with a new marketing focused calendar system. The new calendar is a hosted application from LiveWhale. If you have a need for a new calendar on your website you may contact Jackie McNabb or Meghan Spraker. Events should be submitted through University Relations.

II. RUC Update – Danny Kemp updated the committee on RUC. A 1 GB internet connection has been established for RUC with a segregated VLAN. In addition, a 10 GB connection has been established between RU and RUC due to a partnership with VT. By the numbers for the technology cutover: 320 computers re-imaged, 16 Xerox copiers installed, 1,514,336 files migrated, 16 digital signs transitioned and 350 Carilion VLAN changes. By the numbers for the Enterprise Systems transition: 2,496 admissions records, 51,399 current academic records, 3,076 accounts created, 1,392 eBills delivered and 185 employee records transitioned.

The new support model for RUC and RHEC was presented with a single point of contact for faculty, staff and students. Positive RUC faculty and staff feedback was shared highlighting customer service, systems and network performance.

III. Windows Feature Update – There was a change over the summer to Microsoft updates. Monthly updates are small quality updates and feature updates are larger updates that take longer to install and usually requires a reboot. Radford is currently using the Windows server update service and Radford staff have to approve updates and will only update when you are on campus. Any desktop computers and laptops built prior to May 2019 will stay on the Windows update service. After May 1st all other laptops are on the Windows update for business. With the new update feature updates happen 88 days after the Microsoft release and quality updates happen 3 days after the Microsoft release. If you click on get updates it will override all of this.

IV. Apartment Network Connectivity – Ed Oakes displayed the map of the University owned apartments. New fiber was installed from Jefferson to Moffitt. By the numbers: 22 properties networked, 365 fiber optic cables terminated, 25 network switches installed, 180 WiFi access points installed, 5 connections for fire alarm panels and 7 laundry room door access installed.

V. Cable TV Streaming Update – Cable TV Streaming is now available to students in university housing with 80 streaming TV channels and 20 hours of DVR for each student along with Trick Play. Charley Cosmato asked about cable TV streaming in the classrooms. Scott Shull stated that this is something in the future that can be looked at. Adrian Aron asked about the availability in Roanoke. Right now, this is not available in Roanoke, RUC service is provided through Cox.

VI. Fischer Update - Over the summer a new identity management system, Fischer Identity was implemented. Significant improvements were made to account provisioning and deprovisioning, account activation and password resets. By the numbers: 70 automated workflows created, 75,219 accounts migrated, 4 systems connected, 6,703 new accounts, 45 user role policies and 13,479 password resets processed by the system. Currently working on Phase II which will add more functionality.

VII. Password Managers – Andrew Travis asked the committee if there was a need for Radford to provide a password vault that would keep a number of passwords in one secure digital location. Charley Cosmato asked if there was an institutional need. Andrew stated that a few other universities are researching options. The IT-Security website lists password security guidelines to follow and some suggested password managers that can be used by anyone.

Ed Oakes stated that there has been a dramatic decrease in phishing since Duo was implemented. Modern Authentication that provides enhanced security authentication to users is something that will be brought back to the committee at a later date. This will be tested in phases and the tentative goal is to have implemented by fall of next year.

With no further business to come before the committee Elizabeth McCormick requested a motion to adjourn, Neal Leahy motioned, Randa McDonald seconded, motion carried. The meeting adjourned at 9:42 a.m.

Respectfully submitted,
Sharon R. Ratcliffe