

MINUTES
Information Technology Advisory Committee
December 13, 2018

Attendees: Adrian Aron, Charley Cosmato, Grady DeVilbiss, Danny Kemp, Jachwan Jeong, Randy McCallister, Elizabeth McCormick, Margaret McManus, Ed Oakes, Shannon Phillips, Sean Ramsey, George Santopietro, Ken Smith, Matthew Taylor, Andrew Travis

Absentees: Lisa Blackwell, Phillip Hardy, Karen Hill, Neal Leahy, Jason Lucas, Randa McDonald, Jackie McNabb, Bob Phillips, Denise Rahmes, Meghan Spraker, Jeff Willner

Charley Cosmato called the Information Technology Advisory Committee to order at 1:04 pm on December 13, 2018 in the Martin 230 Conference Room.

Charley Cosmato asked for a motion to approve minutes for the November 9, 2018 meeting. Randy McCallister motioned, Elizabeth McCormick seconded, motion carried.

I. Danny Kemp thanked everyone for taking the time to review the new strategic plan for the Division of Information Technology. After the first of the year, the group will convene and begin working on KPI's to go with each objective.

II. Ed Oakes explained the VPN upgrade. The new hardware would enable Duo on the VPN. Cisco has a web based VPN but ran into problems and they released a new Version 2. It is possible that DoIT will have to update everyone's VPN client. Today you would add, do a push or a call. One option is to create the client with a different name. Ed asked for feedback from the committee on a timeframe. Sean Ramsey suggested moving everyone over to the new client and adding the VPN name in the software center. Ed stated we would like to proceed forward in the next 2 to 6 months. Planning will continue along with any updates. The option of remember me for 14 days will not work with the VPN, more testing is being done to be sure.

III. Randy McCallister updated the committee on the Cable TV RFP. Radford's current contract with Dish ends in July 2019. Reviewing of proposals will begin in early January. Student surveys are done every year and only 50% of students watch cable. The goal is to provide programming that the students will watch and it was noted that having the option to record is important.

IV. Andrew Travis showed the committee an example of a gift card scam email. He stated that IT Security is seeing more and more of these emails and it is getting hard to respond to all of them. Please share this with your departments and forward any emails that you get like this to itsecurity@radford.edu.

V. Shannon Phillips explained the new features to the auto attendant. If someone calls the main number after hours messages will be provided, emergency notifications will be played prior to any other messages. During office hours, you will still have the option to press "0" and be connected to someone. The changes make for a more consistent menu with one voice for main menu and landing message.

With no further business to come before the committee Charley Cosmato motioned to adjourn, Ed Oakes motioned, Sean Ramsey seconded, motion carried. The meeting adjourned at 2:03 pm.

Respectfully submitted,
Sharon R. Ratcliffe