MINUTES
Information Technology Advisory Committee
November 13, 2014

Attendees: Adrian Aron, Bruce Buskill, Tim Channel, Charley Cosmato, Grady DeVilbiss, Jon Harris, Jaime Hunt, Danny Kemp, Ben Litvak, Wendy Lowe, Randa McDonald, Jackie McNabb, Ed Oakes, Santhosh Parameswaran, Bob Phillips, Chad Reed, Jeff Willner

Absentees: Brian Cox, Glenna Gustafson, Maneesh Thakkar

The Information Technology Advisory Committee was called to order by Danny Kemp at 3:05 pm on November 13, 2014 in the McConnell Library conference room. Danny asked for nominations for Chair of the Information Technology Advisory Committee for 2014-2015. Santhosh Parameswaran volunteered to be Chair. Chad Reed made a motion to nominate Santhosh Parameswaran as Chair for ITAC for 2014-2015, Tim Channel seconded. By unanimous vote, Santhosh Parameswaran was elected Chair. Santhosh, as Chair, asked for nominations for Vice Chair. Tim Channell volunteered to be Vice Chair. Ed Oakes motioned for Tim Channel to be Vice Chair for 2014-2015, Randa McDonald seconded. By unanimous vote, Tim Channell was elected Vice-Chair.

Danny Kemp introduced the committee to three new IT Directors, Gary Burns, Director of Technology Support Services, Denise Rahmes, Director of Project Management, and Todd Joyce (absent), Director of IT Infrastructure.

Ed Oakes discussed MS Windows 8 and stated that it was being loaded on new computers. He asked the committee's opinion on when Windows 8 should be loaded in the labs and classrooms. New students have Windows 8 on their new computers and Microsoft just announced that Windows 10 will fix the problems with Windows 8 but won't be released until September 2015. Charley Cosmato suggested waiting until Fall 2016 to update the classrooms and upgrade some of the labs to Windows 8 now. After discussion, it seemed the consensus was to wait until Fall 2016 to do the upgrades to Windows 10 and skip windows 8 in the classrooms.

Ed Oakes reviewed how the computer replacement cycle works. He stated that in January/February information is gathered as to the kinds of computers that would be most beneficial for the campus. Faculty are given a list to choose from that is compiled of information gathered from faculty based on their needs. Areas funded from auxiliary funds pay for their own computers. Laptops are replaced every 3 years and desktops are replaced every 4 years.

Ed stated that students and alumni are now on Office 365. Students can no longer purchase Windows upgrades through the RU Bookstore. They may download Office Pro Plus out of the cloud which has saved the university a lot of money. Ed mentioned the possibility of faculty/staff email being moved to the cloud as well. With the cloud, more storage would be available but the performance would be slightly slower and there would be more availability and security concerns. Bob Phillips suggested that a test group be used to test email in the cloud and see what problems might be experienced and what the performance would be. The committee agreed and a test group was formed. The test group will include everyone on the ITAC with the exception of Bob Phillips, Adrian Aron, Wendy Lowe and Grady DeVilbiss.

Ed announced that Gary Burns, Director of Technology Support Services (TSS) and his staff are creating a Student Computer Recommendation Brochure for Fall 2015. The brochure will include both recommended computers and software. Jaime Hunt suggested posting the brochure on the TSS website.

Ed updated the committee on the new IT service management tool implementation (ServiceNow). He stated that ServiceNow will provide a way for campus customers to login to check on the status of Help Desk tickets.

Ed announced that two kiosks have been purchased for mobile student printing. These cloud-based printer kiosk stations are located in Young Hall and the Hurlburt Student Center. Printing is available to students as well as faculty and staff for five cents for black and white and 50 cents for color. The money is taken directly from your RU Express card.

Ed stated that the test/exam scanning process (Scantrons) which was previously located in the basement of McConnell Library has been moved to the Walker Hall Technology Center on the second floor. This will be a more convenient drop-off and pickup location with improved parking, and extended hours. A back-up scanner is being moved to the RHEC for faculty that had previously had to come to RU from Roanoke.

Ed introduced a new area in the Division of Information Technology called Voice and Video Technologies. Don Hall is the manager of this area and will provide assistance with video capture, lecture capture, and Kaltura. Anyone with questions regarding these technologies is encouraged to email Don Hall or Gary Burns.

Ed reminded the committee that DoIT has implemented a new Identity and Access Management system call MyRUID. Faculty and staff should have received an email notification from DoIT to activate their accounts by November 17. The activation process basically "registers" your existing account with the new system, so that all users can take advantage of improved functionality to manage their RU account, change their password or reset forgotten account passwords.

Jackie McNabb stated that DoIT has purchased a Banner Data Defense bundle. This will allow for database encryption, database firewall, and an Audit Vault. DoIT plans to have this implemented during Spring semester.

Jackie announced that a new smartphone app to help campus community stay safe and informed, is being investigated. This app could be downloaded on your mobile phone and allows a connection directly to law enforcement and allows sharing your physical location. It is hoped that a decision on this app will be made in the next couple of months.

Randa McDonald discussed another phase of Identity Management, CAS/Shibboleth. This phase would allow single sign-on. This phase will hopefully be available on the Portal January 6 or shortly after.

Jeff Willner motioned to adjourn, Randa McDonald seconded the motion. The meeting adjourned at 4:50 pm.

Respectfully submitted,

Linda W. Kipps