

**MINUTES**  
**Information Technology Advisory Committee**  
**November 16, 2017**

Attendees: Adrian Aron, Brad Asbury (guest), Lisa Blackwell, Charley Cosmato, Phillip Hardy, Jonathan Harris, Karen Hill, Danny Kemp, Todd Joyce (guest), Neal Leahy, Jason Lucas, Randy McCallister, Randa McDonald, Margaret McManus, Jackie McNabb, Ed Oakes, Bob Phillips, Shannon Phillips (guest), Sean Ramsey, George Santopietro, Rebecca Scheckler (guest), Andrew Travis

Absentees: Bruce Buskill, Grady DeVilbiss, Regan Guggolz, Jachwan Jeong, Chad Reed, Ken Smith, Jeff Willner

Charley Cosmato called the Information Technology Advisory Committee to order at 9:32 am on November 16, 2017 in the Martin 230 Conference Room.

Charley asked for a motion to approve minutes with changes for the October 19, 2017 meeting. Neal Leahy motioned, Randy McCallister seconded, motion carried.

I. Charley Cosmato indicated that he received an email from a faculty member expressing a need for a plagiarism detection tool. Ed Oakes stated that a funding request should be put in and that budget initiative requests are due on December 15 from each division. He suggested bringing up the subject on Tuesday in the faculty senate meeting.

II. Andrew Travis announced there will be a new security awareness training that will roll out in the spring. We will be moving away from our current training in MOAT to a new curriculum offered by SANS Institute called Securing the Human that is more interactive and engaging. He shared a video from one of the new modules. Sean Ramsey asked if this would also be for students. Andrew stated at this time we do not have enough licenses for students.

III. Andrew indicated that the Computer Security Incident Response Team (CSIRT) team is currently working on a runbook should a major cyber security event takes place. He will share updates as the process continues.

IV. Shannon Phillips reminded everyone about the Technology Assistance Center (TAC) customer service survey that goes out every year. This will be the fourth year for the survey and the response rate has gone up each year. The continued preferred method of contact is by phone. TAC's current focus is more communication with in depth room history reviews, cross checking with ServiceNow data, call logs and creating focus groups. Ed Oakes encouraged everyone to fill out the survey providing feedback in the comment section and to give specific room numbers to report any issues.

Adrian Aron suggested a link to be added to the desktop to report a problem or a phone number close to the monitor that faculty could call for issues. Also, consider offering multiple options to report problems in the classrooms.

V. Ed Oakes announced that there would be an open house in March for faculty members to look at computers available as options to purchase. George Santopietro will get a representative from each college to form a subcommittee for feedback on models being offered. Sean Ramsey agreed to serve on the subcommittee and Adrian Aron agreed to serve as an alternate. If anyone is interested in serving on the subcommittee, let George know.

VI. Ed Oakes gave an update on two-factor authentication. The goal is to rollout with an optional enrollment period beginning in January. As of October next year, this will become a requirement. Documentation is currently underway.

DoIT employees will begin to enroll on December 4. Ed asked each representative to reach out to colleagues in support of the rollout. He would appreciate any feedback.

Adrian Aron asked if this would be a problem in clinical situations and Ed noted that ten codes can be printed at one time and another option could be a fob that would have to be purchased.

With no further business to come before the committee Charley motioned to adjourn, Ed Oakes seconded the motion. The meeting adjourned at 10:35 am.

Respectfully submitted,  
Sharon R. Ratcliffe