MINUTES
Information Technology Advisory Committee
September 21, 2017

Attendees: Adrian Aron, Brad Asbury (guest), Lisa Blackwell, Penny Brooks (for Phillip Hardy), Charley Cosmato, Grady DeVilbiss, Jonathan Harris, Todd Joyce (guest), Danny Kemp, Neal Leahy, Wendy Lowe, Jason Lucas, Randy McCallister, Randa McDonald, Margaret McManus, Jackie McNabb, Ed Oakes, Bob Phillips, Shannon Phillips (guest), Denise Rahmes (guest), Sean Ramsey, Ken Smith, Andrew Travis, Jeff Willner

Absentees: Bruce Buskill, Regan Guggolz, Phillip Hardy, Karen Hill, Jachwan Jeong, Chad Reed, George Santopietro

Danny Kemp called the Information Technology Advisory Committee to order at 9:32 am on September 21, 2017 in the Martin 230 Conference Room.

Danny asked for nominations for Chair of the Information Technology Advisory Committee. Charley Cosmato volunteered to be Chair. Ed Oakes made a motion to nominate Charley Cosmato as Chair for ITAC, Adrian Aron seconded. By unanimous vote, Charley Cosmato was elected Chair. Charley, as Chair, asked for nominations for Vice Chair. Adrian Aron volunteered to be Vice Chair. Sean Ramsey motioned for Adrian Aron to be Vice Chair, Ed Oakes seconded. By unanimous vote, Adrian Aron was elected Vice-Chair.

Danny Kemp introduced Andrew Travis to the committee as the new Chief Information Security Officer.

Charley Cosmato asked for a motion to approve minutes for the April 18, 2017 meeting. Jeff Willner motioned, Jackie McNabb seconded, motion carried.

I. Denise Rahmes gave an update on the DUO-Two Factor Authentication implantation project that began back in the spring. The resource website is being finalized and the plan is to rollout to the Division of Information Technology this fall then to faculty and staff in the spring.

The site license is cost effective and multiple devices are supported. Targeted self-enrollment will be used for specific groups to enroll and voluntary self-enrollment will begin once the campus rollout begins.

II. Ed Oakes updated the committee on the online-test proctoring tools. An RFP was issued last month and responses were received from six vendors. An award was made in August and right now, they are working through final details for implementation with the hopes to use during wintermester. Danny Kemp reminded everyone that the money saved from the portfolio system will be used for the new online-test proctoring tool.

III. Todd Joyce informed the committee that Office365 migration finished its first week. All colleges will be moved to Office365 email by Wednesday of next week.

More than 790 wireless access points have been moved since last fall with the bulk being in Muse. Ed Oakes encouraged everyone to connect to eduroam as their default. It is easier and better for windows computers. There may be some locations where wireless coverage is not as wide. If you experience this issue, report your location to the help desk so they may add an access point.

Charley Cosmato noted that if you search the eduroam website you would find a complete list of all other institutions that is also using eduroam.

IV. Shannon Phillips presented Office365 Groups and shared diagrams of how one would share personal files with others with overview of additional use cases and best practices. With the moving forward of the email migration one item people were very interested in now is Groups a possible solution to advance collaboration. Decisions still need to be made about group creation, managing and support that will be needed. Danny Kemp noted that other products are available but some advantages to standardize Office365 Groups as our collaboration tool would be that we could offer training, support, etc. The first step is to get feedback from everyone then present to Cabinet. Ed Oakes stated that Groups is a part of our Office365 environment at no additional cost. You can access shared files on your pc and your cell phone.

Charley Cosmato confirmed that for him Groups would be a tremendous solution. He also asked if a non-Radford user could be a member. Ed Oakes said you could share files with someone else outside of Radford with limitations. The conversations piece and calendar others on campus will not be able to see. Penny Brooks asked if the grad college could start using groups. Shannon Phillips confirmed that currently groups is not turned on for everyone. Training and consultation with individual groups will need to take place. A consensus was made to continue this conversation at next ITAC meeting.

V. Shannon spoke about the new customer service enhancements taking place. Randy McCallister's department along with the help desk will be implementing a watch list with briefings and training to be held once a week. Printing services created notepads for classroom technology support. Notes would include if a technician has already been to the classroom, isolated equipment issues, work-arounds and any other information that may be helpful for technicians working on the problem.

VI. Charley Cosmato gave an update on portfolium identifying moving from D2L to a lower cost, modernized option. The RFP went out and different products were looked at. Portfolium is in production and available. A great number of students have updated their portfulium accounts but there is still work to be done as far a support goes. It is simple and easy to use and is already uploaded to faculty, staff and students. Live help is available at Radford.portfolium.com.

With no further business to come before the committee Charley motioned to adjourn, Ed Oakes seconded the motion. The meeting adjourned at 11:12 am.

Respectfully submitted,
Sharon R. Ratcliffe