

# IT Advisory Committee Minutes

April 21, 2008

3:00 pm in Dauch 100

**Present:** Bill Weiss, Roger Beckett, John Sikula, Linda Swanson, Pat Edwards, Dave Lifer, Deanna Ramono, Jason Ellis, Curtis White, Dreama Knight, Boris Kerkez. Tony Box and Jim Kirtland

**Absent:** Vickie Taylor and Bobby DeSeyn

**March Minutes** – Minutes were reviewed and Pat Edwards moved to accept all moved. Minutes will be posted to the IT website.

- Microsoft Migration – Progressing well; Authentication/Print/File Services has been completed in most locations (600+ systems). Curtis moved this to the top of the agenda to address issues Deanna Romano and Jason Ellis brought to the committee meeting. A handout titled IT Admin Rights Issues and Possible Policy Interventions was passed out. Curtis asked that in the future all handouts should be sent to him prior to the meeting for review. Curtis will be meeting with Dr. Walley and Dr. Bee for suggestions on new memberships.
  - Change to Power User has caused some issues with faculty that need to install demo software and new applications (most textbook software in not an issue) (handout).
    - Curtis stated that the issues are mainly with faculty, not all just a select few mostly on information with new and demo software. IT has developed a request form to be completed and signed by deans to move faculty from power to admin usage. Pat Edwards introduced Jason who is the chair of technology in the COE. He stated that basically after the migration some faculty are unable to install anything or make changes. Jason stated that privately owned software packages that are not owned by the university can't be used. Deanna added that their department has no money for software, so faculty have to purchase their own if they want to use technology in the classrooms. This is an enormous problem for faculty that uses technology to teach. Possibly different levels of admin user could be a solution. Curtis stated that IT needs to know of software needs. Pat stated that some people teaching online have to have more flexibility than they currently have. She suggests faculty become responsible for their own software and learn about security issues. It should not be the responsibility of the university. Pat stated that since the AD migration there have been several faculty that have had their teaching impacted by their admin rights being taken away. Deanna stated that purchasing software is a part of her job and there are issues with time preparing for class. Roger Beckett asked that if the deans

have the forms that need to be completed what's the issue? Curtis stated that if faculty that only use their PC's on campus "power user" should meet their needs, what doesn't meet their needs should be handled through the helpdesk. For the others the form should meet theirs. Pat stated that the problem is for faculty to grow in technology they can't with the "power user" status. Curtis stated that IT had no idea how much software was being purchased with personal funds. The perfect thing would be having the funding available through the university for all purchased software. Bill Weiss added that it's not only licensing software but free software is restricted with power users, too. Bill asked if there are different levels of power user. Sandi stated that there are levels limited, restricted, power and admin users. Restricted user has no power. Bill asked about lab downloads for students! Curtis stated that IT is still accessing the move for computer labs and classrooms but first working on faculty/staff. Once the dean gives approval for faculty to have admin rights it takes about 24 hours for the change, but still need to decide on how to handle personally owned software. The form states that the system will be restored to the base image along with any university owned software. Curtis addressed the personally owned software. There are two issues with it. The BSA (Business Software Alliance) doesn't care who installs the software on the PC they will come after the owner of the PC. The other thing is the IRS Regulations regarding this property. We had an issue with cell phones which is why the university doesn't own cell phones any longer. All calls had to be documented and accounted for. Computers fall under the same category. The more university owned software we have on these devices we can hold our head up and state they are used for business purposes the more unlicensed or personally owned we are crossing the line. How do we document the personally owned software installed? Deanna stated that there are several universities that give faculty computers as a part of their contract. It's the faculty member's responsibility. Curtis will be looking into the issues of the personally owned software starting with the Software Coordinating Committee then to this committee. Boris wanted to stress the frustration in Kettering. He stated that we should have looked into all these issues before the migration. He added that Kettering is feeling this is a power thing. That the roles have reversed and faculty are supporting IT instead of vice versa. The critical thing that happened was the timing. Everyone would have suggested waiting. Curtis stated that this is when the migration had to take place. We're in the midst of lots of changes. Pat stated

that what's going on is work has come to a standstill for some people because they can't do their job. People are unable to finish their work. Curtis said that faculty need to get the form completed, signed and turned into IT or call the helpdesk. Boris added that this is another complaint from Kettering that they have tried entering tickets but the volume of calls is slowing things down. Curtis informed Boris that as of today there are 4 tickets open for Kettering. Curtis stated that we document all calls and if tickets aren't kept up with he will look into this, but most of the time when issues fall through the cracks there are problems with faculty and techs schedules. Pat asked how soon will it the change take place. Curtis informed the committee that they will never go to the previous state of Novell. Sandi stated that once the form is received, changes will occur in IT and it then it takes 24 hours to sync up. Boris stated that the document scared several people in Ketteting that if something happens to their computer that IT will not take care of the problem. Curtis stated that part of that is correct that IT will not reinstall software not purchased through university, but systems will be restored back to the base image as long as IT knows what is on the system. If we have documented software on that system we will restore the software. Deanna wanted to know why they don't have access to software that is installed on their system. Sandi stated that this is where SMS from MS comes in. An icon will appear on your desktop with software advertisements that you could click on and download. So if you want to install you have the option. Boris asked about Mac users and Sandi informed them that nothing has changed on Mac machines. Boris also wanted to know about software requests in the middle of the semester. Curtis stated that getting an application for one system isn't a big deal but for a computer lab it is a big deal. There are are lots of different software in the labs and it must be tested. Just this past semester software was down loaded and it broke other software that was on the systems. Classes had to be canceled to fix the problem. Roger asked if there is a better way or faster way to have software requests processed and software installed. Hopefully with the new tech starting in May and hope this will improve our response time. Sandi informed the committee that a software and hardware form is now available on line, she will send out a link to everyone. Once the request is made an email is sent to Curtis, Dreama and Sandi then a ticket is created and we can start processing the request. Curtis stressed to keep calls coming in to the helpdesk. Deanna added the IM is a very useful tool in communicating to her students. Curtis will be looking into the

issues and will bring may have to reach out to the universities legal representation.

### **Carryover Agenda Items/Updates**

#### IT Staffing Update –

Content Developer/Instructional Designer – Mr. Timothy Lombardo started March 10<sup>th</sup>.

Client Support & A/V Specialist – Mr. Weston Pierry starts full time May 19<sup>th</sup> but will be part time for the remainder of the spring semester.

Assistant Director, Systems Management and Support – On hold until July 2009

Content Developer/Instructional Designer – The funding for Kenneth Ocheltree expires at the end of June. Discussions with the Provost and Deans are ongoing to identify funds for continuing this position for 08-09. This position will be missed if funding is not available. John Sikula asked why not use the funds from the Assistant Director position to cover this position. Curtis stated that the salary dollars are already being used. He is still working with the deans on funds.

Grant Initiatives – Discussion with Dell executives in April found that funding for grants was almost non-existent but they could provide technology components for different campus initiatives - Discussion item for Faculty Development and IT. Curtis stated that Faculty Development have grant initiatives so he's talking to Dell for assistance in the purchasing of equipment to be able to stretch grant money for other purposes. Dell is being very supportive.

### **Projects/Initiatives/Updates**

- Athletic Complex Technology – Visit to John Carroll University in May to tour their Don Shula Stadium (similar size and function as the AU project). The stadium was brought online in 03 and is very similar to what we're looking at. Mostly looking at the technology.
- Full Disk Encryption - Fall rollout planned for AU laptops and desktops that contain personally Identifiable Information (after Microsoft AD and Exchange migration).
- IT Policies under review and revision –Printer Policy are under development
  - Working “policy” sent to Deans (handout) Currently Paul Jones is processing any request for new printers and purchases must be approved by dean/dept. head and provost. John asked about the provost approving printers. Curtis stated that Frank wants' to know about these printer requests keeping track of desktop printers on campus.
- Faculty Refresh – Meetings held with Deans for SU08 - Sandi's met with all deans.
  - Faculty input by May 10<sup>st</sup>; Order in May for July 1<sup>st</sup> delivery; Distribution to Faculty over summer (60 +/- systems) and at Faculty College (20+/-)

- IT covers for existing faculty or refills only – Dept funds new faculty and all peripheral devices and costs for high-end systems replacement faculty if replacing some one that was up for refresh will get new system. New, new faculty unless the person they are replacing is up for faculty refresh the will be added to the regular cycle. There are special cases.
- Exchange email (web interface) over Memorial Day Weekend –currently doing lots of testing.
  - Training (classroom and Mediasite is under development) within the next week or 2 there should be some modules to review.
- Google Apps for Education – Student email to Gmail in SU08 (handout)
  - Handout lists the highlights of why we’re moving them. Roger asked why we weren’t moving faculty/staff to Gmail. Curtis explained that Gmail can’t give us the level of administration over the accounts that we may need? We don’t have 100 percent ability with gmail to be able to restore deleted emails or to get into facultys/staff accounts if necessary. We have never had an issue with having to access students accounts. Pat asked it students will have gmail accounts? Curtis stated that their current students will use the same email address and new students will use student.ashland.edu. Student Senate was very supportive.
- Angel Migration – sections migrated and faculty trained
  - Mar/Apr – Faculty training and migration of summer sections
  - May/Aug – Migration of all courses to Angel and Faculty Training
  - June 30<sup>th</sup> – Decommissioning of WebCT
  - Aug – All sections on Angel
  - SP/SU 09 – ePortfolio? (\$9,000 +/- budget source has not been identified)
- Communications Assistance for Law Enforcement Act (CALEA)
  - Working on AU statement-NTR
  - Budget Development for FY08-09 - NTR
- HCSC Student Center –Laptops are several years old. Hard to support 24-7. Bill looked at the libraries laptop check out and it is very low, about 2-3 per day. This is what we’re going to do. The PC’s over there are very low maintenance. Curtis informed the committee that we’re going to look at putting several more PC’s there with a few laptops available through the Eagles Nest. When the Eagles Nest closes there will be PC’s available. We need to change the model. Pat suggested that we explore students coming in that have trouble purchasing their own laptops the possibility of laptops available on a rental bases. Curtis stated that the Patterson lab use was declining, but this year it’s being used extensively.
- IT Budget for 08-09
  - Reductions are being dealt with but there will likely be additional impact of \$100-\$150 thousand dollar reduction this year. For faculty refresh we are asking deans for assistance in purchasing peripherals. Sandi spoke with Dell and they will be giving us the laptop bags.

## Visits/Meeting

- JCU Stadium Visit – May 5<sup>th</sup>
- Ohio Private CIO Meeting May 21<sup>st</sup>
- IT Meetings at Centers
  - Columbus and Stark in completed
  - Elyria and Cleveland in the spring- John **stated** that this will probably happen in the summer?
- Campus emergency notification systems –Linda Kill working on a grant for sirens and PA system locations
  - Ohio College and University Business Officers in April at Denison Curtis will be speaking on emergency notifications
  - Test planned for early May
  - OCUBO Presentation on 4/28 at Denison University

## Committees and Subcommittees

- IT Strategic Planning – Revisions will be tied to the AU Strategic Plan
- Software Coordinating Committee – Sandi Carpenter facilitates and meets the second Monday each month at 4:00 in Dauch (room to be announced)
- Data Standards Committee – Don and Kurt facilitate; meets monthly to determine data entry standards
- Microsoft Implementation Team – Workgroup located in Patterson

## Discussion Items

- Service Level Agreement – Developing a SLA for arrangement with the Seminary
  - Helps in determining levels of support and tracking technology needs
- Dell Asset Recovery Services – Tech Equipment Disposal when we buy a new system we put in a few dollars towards taking care of recycling these systems. Dell then comes, pickups up and recycles. Dell's price is best.
- Other Items???
  - John asked if the Seminary has its own budget. Curtis stated they do and Vickie Taylor is the early detection of problems for IT. Human Resources come out of the IT budget and software resources come out of the Seminary's. This is the 1<sup>st</sup> time we're collecting a Seminary student technology fee that will come to IT to cover technology related expenses.

**Next Meeting** – May 19<sup>th</sup> Meeting Conflict with OSTEER and Ohio Private CIO Meeting. All agreed to skip the May meeting and resume June 16<sup>th</sup> at 3:00 in Dauch 100. Curtis would like to continue the meetings through the summer, he will contact Student Senate for a new student representative for next year.

## Motion to Adjourn