

IT Advisory Committee Minutes

March 17th, 2008
3:00 pm in Dauch 100

Present: Bev Heimann, Curtis White, Dreama Knight, Bill Weiss, David Lifer, Jim Kirtland, Boris Kerkez, Pat Edwards, Tony Box and Vickie Taylor

Absent: Bobby DeSeyn, Linda Swanson and John Sikula

February Minutes –Boris moved to accept and Vickie seconded, all approved. Minutes will be posted to the IT website.

Curtis displayed the new AU website explaining that the only real difference is that it's been stretched out to allow us more room. Shelly and Brandon Hamilton (student intern) continue to reformat pages, but the main site is complete. Brandon will covering for Shelly while she is on maternity leave starting next week.

Carryover Agenda Items/Updates

IT Staffing Update –

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

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

Assistant Director,. Systems Management Analyst – Restructured the Systems management Analyst position into an Assistant Director position. Will post in August and fill October 1, 2008.

Content Developer/Instructional Designer – The funding for Kenneth Ocheltree expires the end of June. Discussions with the Provost and Deans are ongoing to identify funds for continuing this position for 08-09. **Bill** asked who this assistant director will be reporting to. Curtis said this position will report to Kurt Eckert. Kurt's title will change from Director of Security, Network and Telecommunication to Director of Infrastructure and Security

Grant Initiatives – Curtis met with Sam Wadhvani from Dell last week and at this time Dell would not be able to help but maybe in the future.

Projects/Initiatives/Updates

- Stadium Technology – Curtis met with Bill Goldring, Lee Owens, Rick Ewing and several from IT to discuss technology needs (security, card locks, wireless, digital signal, classrooms, etc). This was the first of many meeting.
- Full Disk Encryption – Summer/Fall rollout planned for AU laptops after Microsoft Active Directory migration.
- IT Policies under review and revision – Cell Phone and Printer Policy are under development. **David Lifer** asked if the campus was moving towards centralized printing. Curtis has a meeting with Dr. Pettigrew and Paul Jones to work on a policy. **Boris** stated that printing has not been an issue for him due to the fact that they have several trays to pull from. The discussion has been to shift large jobs to Printing Services but this would be very time consuming. **Vickie** stated that the Seminary has a policy that any print jobs over 10 pages must go to the large copier. **Pat Edwards** stated that printing in Schar is a nightmare. All faculty have printers but they have to supply their own toner and printing to the network printer is very difficult when others are printing at the same time. **Dave** feels that local printers should be allowed. **Curtis** stated that the meeting scheduled with Dr. Pettigrew and Paul will go over the pluses and minuses for the printing problems on campus. **Dave** asked if it is difficult to add a printer with the AD migration. **Sandi** stated that it's much easier and can now sort by name or location. **Curtis** said the whole idea is to save on costs. Inkjets are much more expensive to operate and multi-functioning printers are much more cost effective. **Vickie** suggested that if toner could be purchased through some place like Sam's Club it would be cheaper for departments. **Curtis** stated that the bookstores prices on toner are a good deal.
- Faculty Refresh – Planning for SU08. Faculty input by May 1st; Order in May for July 1st delivery; Distribution to Faculty over summer (60 +/- systems) and at Faculty College (20+/-)
- Microsoft Migration – Progressing well, the most telling sign is very few calls to the helpdesk after a building has been moved. Instructions are being left at each station step-by-step with pictures. **Pat** asked about Macs. **Sandi** stated that the migration will not be happening to Mac's until the completion of all PC's. We have to do the data migration first from Novell to AD first.
- Exchange email (web interface) in SU08 across campus (after AU graduation and mini-term) major migration over Memorial weekend. There is no good time for the exchange but outside the semester is better. We're aware this is crunch time for the COE. **Sandi** stated that after the exchange clicking on GW will direct you to the new interface. Everything except trash will be converted over. Students will be using Gmail and those that don't Gmail will allow them to tag emails but unable to create subfolders. Curtis will be briefing students at Student

Senate in a few weeks on Gmail and removing phones from dorm rooms to save money. Phones will be installed if necessary.

- Angel Migration – The migration is going well scheduled unchanged. Faculty has received information on training on this. Curtis brought up the Mediasite catalog. If you go to ashland.edu/mediasite will bring you to the main Mediasite page. There are different categories. Curtis brought up Steve Kaufman's Angel training session showing how you can pause go to Angel and try it and then resume training session. Vickie is really pleased and so are students. Curtis is getting good feedback from students whose professors use it. **Bill** asked how many physical places that recording is available. Curtis stated that recording has to be done in a mediastie lab to produce it. There is a portable site in PTC 303 (ETC) and fixed sites in Schar (room 140) and at the Seminary. Mediasite request forms are available online to schedule a recording or training. IT is hoping to work with COBE to install one in the Creativity lab in Dauch 104 for the instructor and students.
- Communications Assistance for Law Enforcement Act (CALEA)
 - Working on AU statement.
- Budget Development for FY08-09 –NTR
- Information Commons – NTR

Visits/Meeting

- IT Meetings at Centers
 - Columbus and Stark in completed Fall Semester
 - Elyria and Cleveland in the Spring Semester-**Pat** asked the status of technology at the Columbus Center. She said that Jason Ellis stated that a report that came from the NCO Accreditation Committee stated that technology at the Columbus Center wasn't very good. **Curtis** stated that this is part of the 4 year Technology Enhancement project. Money will be put into technology for the outlying centers over the next few years. Computers in the student's lab in Columbus will be upgraded over the summer. **Pat** stated that right now they are trying to identify the problems. Curtis will schedule a meeting with Jason Ellis to discuss this.
- Campus emergency notification systems
 - Ohio College and University Business Officers briefing in April
 - Expanding test features to PA, WRDL and email. Testing on 2/28 was very successful over 700 participants in the survey. We're going to be expanding this a little more on the next text this PA announcement only included the PA's in Bixler and at the Seminary. We're going to see how we can tie into the PA system in the Rec. Center. The snow closing

notification was very helpful. This will be evaluated over the summer making sure it's meeting our needs.

Committees and Subcommittees

- IT Strategic Planning – Revisions will be tied to the AU Strategic Plan
- Software Coordinating Committee – Sandi Carpenter facilitates and meets 1st Tuesday of each month.
- Data Standards Committee – Don Prezioso and Kurt Eckert facilitate the monthly meetings to determine data entry standards.
- Microsoft Implementation Team – Workgroup located in Patterson 103

Discussion Items

- Administrative Computer Refresh – Nearly 300 of over 1,000 systems are out of warranty. These systems are funded by college/dept. budgets not the IT budget. Curtis will be discussing this with Cabinet.
- Service Level Agreement – Developing a SLA for arrangement with the Seminary. Helping to determine the levels of support and tracking technology needs. We're going to develop a template for articulating the support campus wide. How quick problems should be resolved.
- Other Items???

Vickie wanted to bring to the attention of the IT department that when that last week during the power outage they didn't realize that the network was going to go down. When they saw the notification they didn't think much about it because they were not on the list. The classes that evening had no Internet connection due to Founders going down. Pat stated COE classes didn't realize it either. **Boris** asked it there about backup for the equipment in Founders. **Curtis** stated that we have battery backup which slowly takes the systems down, but no other backups and no generator for long term operations. Cabinet and the Board of Trustees are aware of this. The need to notify the full impact of the outages will be addressed before the next outage.

Pat asked about replacing the phone system. **Curtis** stated that the phone system is in good shape but newer systems have better features and are not as costly. No expansion on the current phone system is planned. The voice mail system is what is outdated. If this goes down we will be without voicemail. A new phone system would be around \$250,000 with an annual maintenance fee of \$50,000 per year which is much less than we're paying now. This is another big project with the major part being the expense of the new handsets. This is on IT's to-do list but funding is not available at this time.

A motion was made to adjourn all agreed.

Next Meeting – April 21st at 3 pm in Dauch 100