

IT Advisory Committee Minutes

August 18, 2008
2:00 pm in Dauch 100

Present: John Sikula, Vickie Taylor, Sandi Carpenter, Sheila Howard, Curtis White, Bill Weiss, Dave Lifer, Linda Swanson, Tony Box, Boris Kerkez, Pat Edwards and Dreama Knight

Absent: Bev Heimann, Roger Beckett and Jim Kirtland,

July Minutes John Sikula approved after a few changes. Minutes will be posted to the IT website.

Carryover Agenda Items/Updates

IT Staffing Update –

- Assistant Director, Systems Management and Support is on hold until July 2009.

Grant Initiatives –

- Dell can provide technology components (cameras, camcorders, etc) not money so we will see what is requested under the Faculty Technology Grant program and ask Dell for assistance.
- Grant from LG of 20 Large Screen Displays – Several replace TVs in Residence Halls, Some replace older digital displays (Admissions, Upper Convo); Some new digital displays (Bixler, COA, Founders). Not sure exactly where they are going. Rick Ewing is in charge of where these get mounted. Curtis isn't sure if this is only a onetime contribution.
- Working on a grant from DRP Productions for their DRM Retriever product for digital signage. This is a company out of Mansfield. It can be checked out at drmretriever.com. The signs are managed from a centralized server with MacMini that can run up to 20 screens. This would also allow us to send out emergency notifications/alerts from one server using the DRM Retriever. The grant is cheap. We're looking into the long term costs.
- Working on a grant from Campus EAI Consortium for Web and Admissions Portal integration for Datatel Active Campus and Active Admissions. This is still in the research phases. It will cost a couple hundred thousand dollars for a portal and a grant will get us in the right direction.

Projects/Initiatives/Updates

- Exchange Migration –
 - Client Installation Update (Sandi) A few break throughs, but this is on hold until classrooms and labs are done. She and Sheila in a few weeks will get back into figuring out what's going on with the client installations not communicating with the Exchange server
 - MacMail and Entourage Update (Sheila)-MacMail is working on and off campus. Entourage is still throwing out errors about certificate names not being installed, but we're able to open it up to everyone. We will be getting information out to users. Andy has information at the helpdesk. Boris asked if there are special ports that he needs to connect to. Sheila stated that the servers for inbound is imap@ashland.edu port 993 and the outbound is smtp@ashland.edu port 9989 both require authentication. Same as in GW.
- Active Directory Migration – Labs and classroom systems moved to AD. Schar 235 and Kettering are still left to do. Trying to roundup some software. Images should be ready today. All teachers' stations will be administrative and students are power users only in all buildings. Pat asked about the problem with having to install printer drives every time someone signs on. Sandi stated that this problem will be resolved. With AD network printers are user profile specific so when someone signed on they had to reinstall the printers. We are using GPL (group policies) to push out when they log on which will automatically install the printers.
 - Shared Printing and File Access Update (Sandi) Pat asked about the problem with having to install printer drives every time someone signs on. Sandi stated that this problem will be resolved. With AD network printers are user profile specific so when someone signed on they had to reinstall the printers. We are using GPL (group policies) to push out when they log on which will automatically install the printers.
 - Bill Weiss states that the library printing issues are still not resolved. Printers on the second and third floor are not printing. Sandi will look into this.
 - PDA and Smart Phone Compatibility and Integration (Sandi/Sheila) Curtis is talking with Kurt on PDA's/phones that will meet our needs. We may need to take the PDA's in another direction. Looking at the iPod touch. Vickie stated that her HP PDA is working very well. Curtis is getting a lot of pressure to use Blackberries from Dr. Finks. The annual licenses and

additional costs would be very expensive. Sheila added that now that imap is working off campus the Blackberries now can receive the exact same service that they did with GW.

- Faculty Purchased Software – to be documented via the Software Request process. Sandi stated that all faculty are completing the software request forms and getting them back in. Curtis stated that AU's new IT Auditor has been really good about helping us with managing our licenses.
- All Lab/Instructional software requests are due by 7/25/08 for testing and installation for the Fall semester. Window has closed, but still if there is anything that needs to be installed let IT know. We will not have a class go without the needed software.
- Athletic Complex Technology – Meeting this week to discuss technology needs and budget concerns, Rick Ewing is trying to pull this together. There is about \$100,000 budget for technology needs it will be similar to the Rec. Centers 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 – Planned for late FA08
- Faculty Refresh – All systems arrived except the Gateway Tablets (expected mid-Aug). 53 faculty members have received new systems. This will possibly be our last Gateway order. We need to look at other table options. Sandi informed the committee that there are some systems that have not been installed and these systems will have to wait until after the 1st of the semester. Out of 74 systems refreshed there are only 18 remaining. Bill Weiss asked about his new systems and Sandi stated that she would look into this.
 - Apple MacBook issue- There was a mix up in what systems were ordered. Instead of getting models with 2.4 GB and super drives IT purchased the 2.1 GB models with DVD reader. Faculty members are working with us. And we're purchasing couple of DVD burners that will be kept at the HelpDesk for check out when needed and giving them external 250GB harddrives along with upgrading the RAM to 4GB. Faculty were informed that if they need a DVD burner to let us know, but having the option to check one out at the helpdesk seemed to be OK. The DVD burner has been checked and burns and plays just fine.

- Angel Migration – WebCT is no longer active still have it active to get grades. Class imports should be happening this week. This will be our first time testing the automatic import. All sections are on Angel.
- Communications Assistance for Law Enforcement Act (CALEA)-Curtis is working on the AU statement.
- Budget Development for FY08-09 –The budget is very tight for IT projects but staffing is solid. We are quickly running out of money for big purchases.
- HCSC Student Center – Demo of fixed workstation system outside the Help Desk but no budget to change from laptop model in the Student Center we are evaluating this to see if it's something that we can use in the Student Center.
- Service Level Agreement – Developing a SLA for arrangement with the Seminary Helps in determining the levels of support and tracking technology needs.
- Disaster Recovery Plan – Working on the plan to address disaster recovery at AU Curtis is using the University of Washington plan off the Educause site. Right now we know what to do in a disaster but we haven't tested it.

Visits/Meeting – IT Directors went to the Elyria Center for the weekly meeting on August 7th. They toured the center and met with several staff/faculty members. John stated that the center will be moving to the old Library. This will give them more space.

Committees and Subcommittees - NTR

- 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 and Kurt facilitate; meets monthly to determine data entry standards
- Microsoft Implementation Team – Workgroup focused on Microsoft project

New and Discussion Items

- IT Auditor – Focus on financial systems. The good thing is he has 25 years experience, the bad thing is not in Higher Education. This will force us to do things that we should have been doing. He is an external person coming in through the AU Audit. Mostly he will be overseeing the Business Office systems.
- IT Strategic Plan – initial draft in coming weeks. This is a very high priority for Curits.

- Other Items???
- Vickie asked about system warranties. She stated that in the Help Desk inventory that it only states 3 years on some systems and she thought we were purchasing 4 years. Sandi stated that it is 4 years and she would talk with Molly about making the necessary changes in the inventory. Our Help Desk inventory is something that the new auditor will probably be looking at very closely.
- Vickie also inquired about using credit cards in the Accent Room. The receipts show the whole credit card number. Curtis is going to talk with Matt Portner about this. Will also check into the receipts at the bookstore.
- Dave Lifer wanted to know about the Office 07 software available for faculty and staff at the helpdesk. He is on a waiting list and is wondering why there are only a few copies. Curtis stated that he will talk with Andy about burning more.
- Sandi informed the committee that in a few weeks SPSS will also be available at the helpdesk for checkout. Curtis will send this information out campus wide. SPSS with smartviewer will also be able to be used with the new version.
- Curtis will take some time at the next meeting to go over the Cabinet Retreat and other projects (wish list) IT would like to accomplish.
- Pat Edwards asked about support for online courses. Curtis stated that this is part of AU's strategic plan. He has been contacted by several Deans' regarding online courses. Pat feels that Cabinet needs to understand the importance of this support. We're working with other departments to keep Ken Ochletree's position on campus. With student enrollment now we need to be able to support the online courses. The helpdesk is another area that we are failing in offering this support. Could possibly look at outsourcing this support. Sharepoint is another tool that we have that we will be able to receive support. Curtis will get with Pat to discuss this more.

Next Meeting – September 15th at 3 pm. in Dauch 100

Motion to Adjourn