Information Technology Committee
September 21, 2023 - 11:00 a.m.
Virtual Microsoft Teams Meeting
Minutes

Opening

The meeting was called to order on September 21, 2023, at 11:00 a.m. by Mr. Matt Smith.

Attendees

Voting Members Present	Non-Voting Members Present
Mr. Elijah Tidwell	Mr. Shawn Albro
Mr. Braxton Westbrook	Mr. Cody Bryant
Mr. Matt Smith	Mr. Ben Burchfield
Dr. Sandra Smith-Andrews	Mr. Will Hoffert
Mr. Dan Warren	Mr. Jason Luna
MS. Elizabeth Williams	Mr. Brian Seiler
Dr. Curtis Armstrong	Mr. Peyton Nelson (proxy for Mr. Matt Silva
Dr. Benjamin Stubbs	Dr. Mike Renfro (proxy for Mr. Brandon Walls)
Dr. Kumar Yelamarthi	Mr. John Woodard
Dr. Lisa Zagumny	Mr. Tyler Farsoun
Dr. Jason Beach	Mr. David Hales
Dr. Julie Baker	Mr. Rick Fletcher
MS. Sharon Holderman	Mr. Allan Jones
Dr. Grant Clary (proxy for Dr. Susan Wells)	Mr. Triston Martin
Voting Members Absent	**Non-Voting Members Absent**
Mr. Eric Brown (Chair)	Mr. Greg Holt
Dr. Jeannette Luna	
Dr. Mohan Rao	
Dr. Lenly Weathers	

Approval of Agenda

A motion to approve the agenda was made by Dr. Lisa Zagumny and seconded by Mr. Braxton Westbrook. <u>Motion passed.</u>

Approval of Minutes

Dr. Lisa Zagumny noted a correction of the minutes. A motion to approve the amended minutes of the previous meeting was made by Dr. Lisa Zagumny and seconded by Mr. Braxton Westbrook. <u>Motion passed.</u>

Members of TAF Sub-Committees

Mr. Matt Smith stated that each committee member received the TAF Sub-Committee members along with the agenda. Mr. Matt Smith asked if there was any discussion regarding the list of members or sub-committee. With no committee member having issues, Mr. Matt Smith asked Ms. Angie Vick when the sub-committee meetings were scheduled. Ms. Angie Vick stated that the sub-committees usually meet once a quarter, and the invitations should go out sometime in October.

TAF Spending Plan Sub-Committee
- Mr. Brian Seiler, AVP of ITS
- Mr. Will Hoffert
- Dr. Susan Wells
- Mr. Matt Smith
- Dr. Julie Baker
- Dr. Lisa Zagumny
- Mr. Ben Stubbs

Strategic Planning Sub-Committee
- Mr. Brian Seiler, AVP of ITS
- Dr. Lisa Zagumny
- Dr. Sandra Smith-Andrews
- Dr. Jason Beach
- Mr. Ben Stubbs
- Mr. Dan Warren
- Dr. Mohan Rao

- Mr. Brian Seiler, AVP of ITS
- Dr. Kumar Yelamarthi
- Dr. Curtis Armstrong
- Dr. Jason Beach
- Dr. Jeanette Luna
- Mr. Braxton Westbrook (student)
- Mr. Elijah Tidwell (student)

Mr. Will Hoffert – TAF Project Proposal Submission

Mr. Will Hoffert provided an update on the TAF Project Proposal Submission. Mr. Will Hoffert stated that in earlier ITC meetings, we did cover some topics where we wanted to discuss what we would ask of individuals who wanted to submit a TAF project. Mr. Will Hoffert stated that in those meetings, he provided examples of other colleges that used a ticketing system like the one we use, called TDX. Mr. Will Hoffert noted that part of TDX provides the ability to publish projects in a workable dashboard where individuals can see the description of a project as well as the status. Mr. Will Hoffert stated that although they have seen some delays, he wanted to ensure we get projects from campus. Mr. Will Hoffert said they would leverage TDX and a landing page for individuals to submit the forms. Mr. Will Hoffert advised that the prioritization and approvals would be at the Chair, Dean, and Provost levels. Mr. Will Hoffert stated that he wanted to give a quick overview and then follow up with the ITC on the questions that are asked with each proposal so that we can efficiently and effectively review these requests and ensure all the information is available.

Mr. Will Hoffert shared the initial example page for the ITC Request Form in TDX. The form would ask for the following information:
   o Name of Person Requesting Project
   o Description of the Project and How It Will Impact Campus
   o Student Impact (student, groups, particular college or division)
   o Project Timeline
   o Indirect funding (additional requirements, i.e., software or hardware necessary to implement the project.
   o Amount of Funding Requested
   o Sustainability Plan

Mr. Will Hoffert stated that while the projects are one-time funding, we want to make sure that we're thinking about the future of these projects and their sustainability over time.

Dr. Lisa Zagumny asked Mr. Will Hoffert how this information would be communicated to the respective units.

Mr. Will Hoffert stated that in the past, an email went out to the Deans and Department Chairs to let them know that the TAF Project Submission is open to submit project requests.

Dr. Julie Baker commented that she is new to the committee. Dr. Julie Baker asked if the form would ask how many students this project would impact and if that would be a consideration.

Mr. Will Hoffert wanted first to welcome Dr. Julie Baker to the ITC Committee and then confirmed that the number of students impacted is taken into consideration. Mr. Will Hoffert also clarified that we should consider smaller divisions or departments that may be unable to afford a given project.

Dr. Julie Baker asked that once people submit the TAF Project Request Form, who reviews these and prioritizes and approves what gets funded?

Mr. Will Hoffert stated that our IT personnel review it internally from a technology standpoint. We are checking for additional software or components that may need to be added to the project and will work with the requestor to update the request form. Mr. Will Hoffert addressed the prioritization of projects by stating that we start at the department or chair level to get the prioritization, then to the Deans, ITC reviews, and then the Provost will review for final prioritization and approval.

Mr. Matt Smith stated that it might be easier for the ITC if the TAF Spending Sub-Committee reviewed the project request and brought recommendations to the ITC Committee.

Mr. Will Hoffert stated that he thinks that is fair and is open to suggestions. Mr. Will Hoffert clarified that the TAF Spending Sub-Committee has typically looked through the projects, reviewed them, and then, from an ITC standpoint, presented them to the Provost for final approval.

Mr. Brian Seiler, AVP of ITS, added that there's not necessarily a lot of extra money left in the TAF fund after we pay for those things that we are already committed to, such as software and current projects on the books to update classrooms. Mr. Brian Seiler, AVP of ITS, clarified that we are trying to ensure we have a mechanism to make these proposals available for submission. Mr. Brian Seiler, AVP of ITS, stated that prioritization will be the most difficult part as we cannot fund every submission. Mr. Brian Seiler, AVP of ITS, also commented that there will be times when TAF has additional monies to help fund projects and other times when no additional monies are available. Mr. Brian Seiler, AVP of ITS, stated there is a value to having the list in front of the Chairs, Deans, Provost, and ITC to see because other funding opportunities may be available. Mr. Brian Seiler, AVP of ITS, wanted everyone to understand that there is no promise that there will be enough funds to do any and certainly not all of the submitted projects.

Mr. Will Hoffert asked for a call to approve what was presented so we could seek TAF proposals for the university.

Mr. Matt Smith called for a vote on proceeding with the formation that Mr. Will Hoffert presented and called for a motion. Dr. Lisa Zagumny motioned to approve and seconded by Dr. Curtis Armstrong. <u>Motion passed.</u>

Mr. Will Hoffert – Classroom Updates

Mr. Will Hoffert provided an update on classrooms. He noted that one of the big things noticed early on after implementing some of the standards that the ITC sub-committee created was that they needed to put teaching stations back in the classrooms.

Mr. Will Hoffert stated 29 out of the original 41 targeted classrooms are completed:
- This was reduced by 11 out of the original 50 due to the Johnson Hall renovation.
- 2 additional spaces were added at the Provost's request: FNDH238 and FNDH250.

Mr. Will Hoffert also stated that current there are 12 remaining classrooms:
- 2 in the process of being scheduled for updates.
- 4 experiencing supply chain issues.
- 2 requiring redesign to avoid supply chain issues.
- Dr. Beach is designing 1 innovation room.
- 1 that the Department Chair was adamant about not wanting changes to the space.
- 2 being redesigned due to lab spaces.

Mr. Will Hoffert stated that some of the issues were:
Scheduling
- 2 rooms at a time maximum as we progress with AV installers and scheduling with departments.
- Room availability and flexibility were typical issues.

Solutions
- Clement 313A & B are being provided as flex space for departments when a room is under renovations.
- Met with Provost's Office (Dr. Stephens) during the summer and will be meeting with Dr. Baker to continue assessments and opportunities to assist with classroom renovations and prioritizations.

Maintenance and Repair Findings
An issue with older classroom screen installations in buildings

- Henderson and TJ Farr

Initially reported as an issue with contractors, that never got resolved.
CoEDU paid for proof of concept to provide a solution with their support areas specialist (Derek Wynne and Frank Starling).

- Adopting this solution to repair upcoming renovations and some rooms needing repair to restore original functionality for the built-in screens.

Discussion Of Other ITC Topics

None

Informational Section

Oracle Implementation
Mr. Brian Seiler stated that by now, most of the committee has heard about our ERP implementation or our Oracle implementation ERP. To clarify, as the enterprise resource planning, what we call Banner here on campus today, and there is going to be a transition. Mr. Brian Seiler stated that the university has already started, and we wanted to give the ITC a preview of the transition and introduce Mr. Rick Fletcher, our ERP Project Manager, who will walk us through some of the things like the timeline, why we are doing this and what kind of information will be publicly available to everyone one campus.

Mr. Rick Fletcher stated before he got into the details of the website how appreciative he was of Mr. Cody Bryant and the work he put into the website. Mr. Rick Fletcher sent over the Talon website, which included:

- Talon
  - Key Benefits, Best Practices and Change
- Timeline
  - Program Roadmap, Implementation, Milestone Updates
- Guiding Principles
  - Governance, Transparency and Inclusion, Simplification and Standardization, Measurable Improvements, and Integrating Technology
- Frequently Asked Questions
- Kick-Off
  - Project Goals
  - Partnerships
  - Governance
  - Project Staff
    - Talon Executive Sponsors: Dr. Claire Stinson, VP of Planning and Finance, and Mr. Brian Seiler, AVP of ITS
    - Talon Executive Steering Committee: Ms. Emily Wheeler, AVP Business Office, Mr. Kevin Vedder, AVP Human Resources
    - Talon Leads: Ms. Kacee Abbott, Controller Business Office, Mr. Matt Smith, Director Business Office, Ms. Sherry Howard

Human Resources, Ms. Donna Wallis, Director Purchasing and Contracts, Mr. Rick Fletcher Project Management and Mr. Matt Silva, Director Enterprise Application Services

- Change Champion
    - Purpose
    - Talon Key Messages
    - Meeting Schedules
    - News and Updates
- Business and Finance
- Human Resources
    - Overview
    - Impacts
    - Project Updates

Oracle Implementation

Mr. Jason Luna provided an update on the university's annual security training. Mr. Jason Luna advised that he launched the security campaign on October 2nd, which will run through November 10th.   Mr. Jason Luna stated that the security campaign would consist of five modules: GLBA, General Security, Acceptable Use, Passwords, and Phishing.

Dr. Curtis Armstrong asked if Mr. Jason Luna was still using KnowBe4 or a different provider.

Mr. Jason Luna confirmed that they are still using KnowBe4 as the training provider. Mr. Jason Luna stated that he wanted to bring this topic to the committee to get some feedback on the length of the training. Mr. Jason Luna stated that training modules would take approximately 35 minutes this year across all five modules.

Dr. Lisa Zagumny asked if all five (5) modules had to be taken at once.

Mr. Jason Luna confirmed that the modules do not have to be taken all at once.

Mr. Benjamin Stubbs asked if there was any feedback last year about staff believing they had finished the training but had only completed one (1) or some of the modules.

Mr. Jason Luna confirmed that there were a few cases where he had reached out to staff about not completing the training where they thought they had completed the training. Mr. Jason Luna also stated for clarification that this year, the notification email includes the list of all trainings that have to be completed, and if you look at the list, each one is a clickable link that takes you right to the training module.

Mr. Benjamin Stubbs commented that having to keep going back in constantly might be part of the issues, as it can be disruptive or inconvenient. Mr. Bejamin Stubbs also asked if the email notification should include that the training would only take approximately thirty-five (35)

minutes. Mr. Benjamin Stubbs stated that sharing with people upfront the approximate time needed to complete the training might help.

Mr. Jason Luna advised that he could add the approximate time needed to complete the training on the email. Mr. Jason Luna provided a view of what the email would look like before it goes out to everyone.

Dr. Curtis Armstrong commented that Mr. Jason Luna might want to mention that October is Security Awareness Month.

Mr. Jason Luna agreed that it would be a good idea. Mr. Jason Luna stated that some feedback received from previous years was from the Emeritus faculty. Mr. Jason Luna stated that Emeritus faculty are required to complete the training but do not get the full TechExpress page. Mr. Jason Luna stated that he put a link directly to the training in the email to direct them to the training modules.

Ms. Sharon Holderman commented that not having to complete the training simultaneously is extremely helpful. Ms. Sharon Holderman clarified that statement by commenting that people are not stuck doing training for a long period of time, and she believes that the duration of each module is more important. Ms. Sharon Holderman stated that seven (7) minutes is hitting the limit of how long a single module should be, but she did not know how much control Mr. Jason Luna had over the time of each module.

Mr. Jason Luna stated that he did not have any control over the length of each module. Mr. Jason Luna stated that the GLBA module is the longest module this year, taking about fifteen (15) minutes.

Ms. Sharon Holderman stated that she agreed that putting a time frame on how long the training module would take to complete would be helpful.

Mr. Jason Luna asked if there were any additional topics that we might want to cover. Mr. Jason Luna stated that there are several emerging technologies and issues surrounding universities and wanted to ask if anyone had a specific topic they would like to cover. Mr. Jason Luna confirmed that he has access to several different modules that cover Metaverse, AI Chat Bot, Working with third parties, and data protection.

Mr. Matt Smith asked if a department could request a particular topic that they wanted their staff to get additional training. Mr. Matt Smith used the example of PCI and asked if Mr. Jason Luna could schedule the additional training for his staff if requested.

Mr. Jason Luna confirmed that additional modules could be assigned to specific departments, and they would need to reach out to him with the request.

Mr. Benjamin Stubbs commented that several staff members manage systems that engage with students. Mr. Benjamin Stubbs commented that he is the administrator of the Eagle Engage

system and that Recreation also has a system they use. Mr. Benjamin Stubbs stated that he would not mind seeing some training on what rules exist around students opting out of systems and to wanting to limit their engagement or exposure and what our obligations are to assist those students.

Mr. Jason Luna confirmed that additional modules could be added to the library for optional or mandatory training.

Dr. Mike Renfro asked for clarification on the slide provided regarding specific topics and if they were going to be listed in the mandatory or optional list.

Mr. Jason Luna stated that if their additional specific topics anyone wanted to see in this year's training would be listed as optional.

Mr. Jason Luna commented that participation was an issue last year. Mr. Jason Luna asked if anyone had suggestions to help improve participation.

Mr. Brian Seiler, AVP of ITS, wanted to clarify that the annual training is mandatory. Mr. Brian Seiler stated that the training is not IT or IT Security, stating that the training is required but State Auditors and Federal Financial Aid rules. Mr. Brian Seiler further stated that if anyone hears conversations around training, they try to advocate for why this is required as it is a federal state initiative.

Mr. Jason Luna brought up a discussion about individuals who failed to complete the training before the end of the campaign. Mr. Jason Luna asked Dr. Lisa Zagumny if the list he provided her last year with F/S that had not completed the training was helpful.

Dr. Lisa Zagumny confirmed that the list was helpful so she could reach out and poke those folks. Dr. Lisa Zagumny clarified that HR should be able to provide you with a list of F/S that falls under each of the colleges or different units.

EagleCard Magnetic Stripe Discontinuation
Mr. David Hales provided an update on the EagleCard Magnetic Stripe discontinuation, stating that the campus is continuing the transition from magnetic stripe cards to secure contactless technology. Mr. David Hales stated that the new EagleCards will eventually be produced without the magnetic stripe to increase user information and financial account security. Mr. David Hales clarified that discontinuing magnetic strip usage is a prerequisite for activating future technologies like mobile credentials. Mr. David Hales stated that ITS is working with stakeholders to transition processes to contactless reader technology. Mr. David Hales advised that ITS is sending out additional communications to help identify remaining use cases.

Adjournment

With no other items to come before the committee, Mr. Matt Smith asked for a motion to adjourn at 12:03 p.m. A motion to adjourn was made by Dr. Lisa Zagumny and seconded by Mr. Braxton Westbrook. Motion passed.