

Minutes

Information Technology

March 15, 2019

3:30-4:30 p.m.

Crouse 119



Present: John Corby, Appointed Administrator; Linda Barrett, Chair; Kevin Feezel, Secretary; Scott Randby, Vice Chair; Aimee DeChambeau; Eric Kreider; Joan Busic; Enoch Damson

1. Agenda adopted
2. Minutes from 2/15/2019 approved
3. Kiosks:
 - a. Most have been removed
 - b. Are working on those that are staying; should have authentication installed by this week.
4. Goal #1: Identity Management
 - a. Employee working on this has resigned
 - b. Budget for next year has been cut; will need to evaluate open-source options. This will necessitate a pause in progress on this.
5. Goal #2: Laptop Refresh
 - a. Replacing any device older than five years (staff or faculty primary device). There are more than 400 devices older than five years.
 - b. For part time faculty: more than 250 devices will be available. Will work out a process and communication plan for making sure the part time faculty are aware of this.
 - c. IT will perform the swap. Will be using asset-tracking technology in the Footprints upgrade to keep better track of where everything is deployed.
 - d. Still need to figure out how to replace on an on-going cycle (not all at once).
6. Goal #3: Communication between IT and users
 - a. The Footprints upgrade will be active soon
 - i. Everyone can log in directly and submit a ticket.
 - ii. Features include chat, forms, automated routing, internal wiki

- b. There is a new mobile app (has been available for several months, but rolling out gradually). Plan to make a big push in the fall.
 - c. New web site for IT
 - i. To be demoed in April meeting (Neal)
 - ii. Set up from a more service standpoint; action-oriented.
7. Goal #4: Network space and retention policy
- a. ZipSpace web server replacement: GitHub was acceptable to the user who had concerns about it, once the user was shown what was available. We need to work on communication about that possibility.
 - b. Work towards GitHub for Education
 - c. Continue to support some on-campus storage for special needs situations.
8. Preparation for presentation to UC at April meeting
9. New Business

Next Meeting: Friday, April 19, 3:30, Crouse 119

Goals for 2018-2019:

Goal	Priority Number	How Will Goal Be Measured?
Make recommendations about issues involving identity management and access to a variety of campus systems, including whether to implement multi factor authentication.	1	Committee issues report with recommendations regarding electronic access to various campus systems.
Make recommendations about how to implement a recurring and sustainable laptop and technology refresh program for all campus employees.	2	Committee issues recommendations for a recurring and sustainable laptop and technology refresh program for campus employees.
Make recommendations about how to improve effective communication between the IT department and users, including a lab portal, improvements to Footprints, and chatbot help.	3	Committee issues recommendations about how to improve effective communication between the IT department and users.
Explore issues regarding network space/storage, including the relationship with UA's official retention policy, and draft recommended guidelines.	4	Committee issues recommendations about network space/storage.