

Information Technology Committee Minutes

26 October 2017

Attendees: Curt Hersey (chair), Bryce Wiseman (student rep), Matthew Walker (student rep), Penny Evans-Plants (CIO), Anne Marie Marshall, Christopher Diller, Sherre Harrington, Jeremy Worsham, David Slade, Tom Hocut, and Chang Pu

The minutes of the 12 September 2017 meeting were approved with minor revisions.

Old Business

1. MISO Survey - Penny reported that the MISO survey has received IRB approval and is on schedule to be administered to the campus in late January, early February. MISO will handle all communication with the campus and Penny will finalize the email template within the next couple of months. Anne Marie asked about incentives for participating in the survey. Incentives may not be permitted with this instrument, but it will be investigated. The survey will be open for two weeks to gather responses.

New Business

1. OIT 2017-18 Priorities – Penny updated the committee on the priorities for the OIT.
 - a. Strategic Planning Initiatives – OIT is working to revise and align the department's vision, mission, and goals with the college's vision, mission, and goals. They are conducting a deep analysis of the department and its services. At this point in time, they have completed an internal SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis and plan to conduct another with the BITS students in November. In conversations with Bryce Durbin, it was discovered that OIT was not on the list to conduct an external review like other departments on campus. They are now working to conduct a review with the goal of having reviewers come to campus in the Spring 2018 semester.
 - b. Security – With the recent changes to compliance and regulations, OIT is working to meet the deadlines for implementing the new requirements. Penny reminded the committee that Higher Education is now the most regulated industry. OIT is looking for additional ways to educate the campus about these changes to make sure that Berry remains in compliance.
 - c. Single Sign-On – Tom provided an update to the committee on the status of implementing single sign-on for campus services. This is a very complicated process that will begin with the campus' major applications and move down. One concern is if a single password is used for multiple applications, then it becomes a security problem if the password is compromised. Multi-factor authentication will be used as a safety net. This would require an additional device that would be able to receive a code to unlock the account. The payoff would be simplification and security. The committee discussed the implications for daily use and areas of complication. It is possible that there would be differing policies for security based on the individual's access to data.
 - d. Cloud Applications – Penny reminded the committee of the push to migrate the hosting of on-campus applications to the cloud. This move will free up staff time from managing

these back-end services and allow them to spend more time on customer-facing applications and services. The first major service to transition to the cloud was Office365. Additional services that are the easiest to transition are storage and backup solutions. A more difficult transition would be moving all of the Jenzabar suite to the cloud.

- e. ADA Compliance – OIT is working to ensure that all of our video content in Kaltura is ADA compliant by including captioning on all videos. Penny expressed frustration with Kaltura as a vendor and mentioned that they are investigating new systems. Kaltura has a new lecture capture system that they will see at Educause next week. At this time discussion also diverted into ePortfolio systems. Chang mentioned that Teacher Education has migrated to LiveText's new Via system for managing their ePortfolios.
 - f. Classroom technology – OIT is currently working to identify and enhance classroom technology across campus. This includes replacing furniture when necessary. Phase 2 of the enhancements in Evans 224 will be to allow for students to share desktops within the classrooms, similar to the functionality of the library's sandbox. These enhancements will happen over the summer 2018. OIT requests additional input from faculty so that they can address their needs in the classroom.
 - g. Department Efficiency – OIT is examining their workflows to see how they can become more efficient as a department and if there are existing capabilities that they can take advantage of that will improve their services.
 - h. Spires – OIT is investigating the possibility of serving as the Spires retirement community IT contractor. Other institutions that have a similar community nearby approach this service in various ways. OIT is investigating this to determine what the requirements are during this exploration phase. The Spires will open in 2019.
 - i. Additional Comments – Penny informed the committee that auditors will include the requirements from Gramm, Leach, and Bliley (GLBA) during our external audit over the summer. OIT is also conducting a compliance review for the upcoming GDPR European Union privacy rules. With our existing relationships with study abroad institutions in Europe, we need to investigate how they will impact our students and faculty who are abroad.
2. Problems with Instructional Technology in Evans – To address the concerns that were expressed by some faculty in Evans, the following changes were implemented:
- a. Additional browsers are installed on all Windows 10 computers so that users can choose a browser other than Edge when viewing online textbooks.
 - b. Instructions on how to use the ELMO document viewers were emailed out to all faculty and added to the rooms where they are installed.
 - c. Standardization of instructional technology is in process. Some items have a 10 year life cycle and standardizing is a several year process without unlimited funding to be able to upgrade everything at once.
3. OIT Strategic Planning – Addressed in point 1 of new business.
4. Proposed encryption policy – Curt met with the Information Security Advisory Group (ISAG) recently to provide feedback on the development of an encryption policy for all Berry devices. This policy will serve to secure protected data (i.e. social security numbers, financial data, etc.).

The ISAG is made up of representatives from OIT, the IT Committee, the Enterprise Systems Advisory Committee (ESAC), and other selected individuals.

The meeting was adjourned at 11:56 am.

Respectfully submitted by Jeremy Worsham