Information Technology Committee Meeting
October 22, 2:00 pm

Present: Belinda Lady, Jacob Caldwell, Jamie Linder, Jeremy Worsham, Jason Murphine, Will Donnelly, Dan Boyd, Penny Evans-Plants, Basil Englis, Victor Bissonnette

We began the meeting at 2:00 and approved the minutes from the September committee meeting.

Old Business

Kaltura Update (Penny)
- We are starting to run a process to clean up unwatched videos on Kaltura. This process is not working as intended – it is archiving files instead of flagging them for removal. We will work out the bugs and send out an e-mail soon.

MISO Survey Update (Penny)
- We have received IRB approval, and the survey instruments have been reviewed and approved. We are ready to move forward with this project.

New Business

Network Operations and Telecom (Jason)
- Cable TV Update
  - Nov 1, our cable tv services is moving to IPTV – we will be using the Xfinity streaming app to access television. This will include extras such as HBO and the Peacock network
- Infrastructure Updates (Jason)
  - We are expecting delays in obtaining new storage and networking equipment for our Storage Area Network (SAN) project.
  - We continue surveying wifi access all over campus to monitor availability.
  - We are considering a switch to a new company as we replace the wireless networking equipment
  - We are updating the switching stations for wired connections on campus

Cybersecurity (Dan)
- We are working on Cybersecurity Awareness Month
- Ideas for user training
  - Many breaches track back to people and their computer use habits. Training people on cyber security is an important part of the process. We should create a program that involves perhaps 30-40 minutes of training per year to keep our users up to date on cybersecurity issues.
  - Penny – there have been a number of troubling ransomware attacks at a variety of schools. We must be proactive to prevent this
    - We have completed the Lockstep security assessment – we will get our report soon – ours will be quite positive compared to others

- - Everything that we should be doing is already running or in the pipeline to be implemented soon.
  - Basil – why are end users the greatest risk of breach?
    - Dan + Penny – at Berry, the end users have admin accounts – this is a big problem. When there is a breach, this gives hackers deep access to the computer and then our network.
      - We are working on methods to have users not be admins – the goal is for users to have permission to do stuff like installations, but not have full admin rights.
      - Jamie – in the future, there will be a list of installable packages – you will just choose what you need. This will be simple for users and will not require extra support time.
- Phishing emails (Dan)
  - We are seeing another big increase in phishing e-mails. Once they have access to your station, they are on our network – this is always a dangerous breach.
- Victor – what about backups of faculty computers?
  - Penny – we should not be storing many files on our computers' hard drives – we should use OneDrive or other cloud storage systems (OneDrive is preferred for Berry files)
    - Dan – cloud storage systems save previous versions of files. If files are lost or encrypted by ransomware, users can usually get their files back.
    - Jamie – our current anti-virus software will detect mass changes to files and will shut down malware before it gets very far.
    - Jason – there are other products that back up Office 365 files.
    - Jeremy – how to best set up OneDrive?
      - Jason – all work documents should be synched to OneDrive. This ensures that the files are on your hard disk and are stored in the cloud.

User Support (Jamie)
- Projector only upgrades: Mac 328 and 361. All equipment is on campus.
- Full room updates: Cook 104 and Evans 101.
  - Availability is very limited for components; everything has been ordered, but only a handful of parts have been received. We are working out a schedule for these updates – they will be scheduled for the winter break or the next break depending on when the equipment arrives.
- PC availability, especially laptops, is still extremely constrained
  - Systems listed as "ready to ship" are available quickly. Customized systems are very slow to arrive.
- Jamie -- Mac availability has been good.

Our next meeting will be on Friday Nov 19th at 2:00

Minutes respectfully submitted by Victor Bissonnette