**IT Committee Minutes**

March 16, 2023

Present: Amy Cornelius, Basil Englis, Penny Evans-Plants, Belinda Lady, Matthew Lee, Jason Murphine, Jen Ngetich, Jeremy Worsham

Minutes from the Nov. meeting were approved.

Kaltura Replacement update (Jen)

* Have narrowed down to YuJa and Echo360
* Echo360 faculty demo did not go as planned and did not have all features as expected
* Video Management Committee has access to YuJa to demo
* Matthew experienced trouble with screen recording; other members are planning to demo the software and report back

Classroom Multimedia Update (Amy)

* Upgrades to Evans 122, 207, 209 being researched
  + Assess if current TVs (home-grade) will work and if so, remount in back of classroom
  + 122 slated for upgrade – awaiting equipment arrival estimated Sep 2023
  + 207 & 209 – upgraded in 2021 – lacks ceiling microphone, controller, rear wall courtesy monitor (may be able to use 65” TV as courtesy monitor)
  + Evans 118, 119, 123 – some updates from COVID funds (courtesy monitor, controller, ceiling microphones, cabling); still need new projectors, projector screens, doc cams, amplifiers, processors
* Limited multimedia funds:
  + What is the process by which to spend funds? Pre-covid, prioritize list of rooms and then equally distribute funds;
  + Have Reps from schools come forward after talking with faculty and deans about what upgrades are needed; Try to find what faculty need what classroom multimedia resources and schedule those faculty in certain rooms – may not need to upgrade all classrooms if resources are not needed
  + Next meeting, set up a deadline for future requests
  + As a reminder, all technical issues (equipment not working) send email/contact [computing@berry.edu](mailto:computing@berry.edu); upgrades – have faculty rep bring to IT Committee

Intro/Demo of Team Dynamix (Amy)

* Ticketing system to replace current ticket and project management system (replaces 2 systems with 1)
* Goes live May 15th
* Service Catalog – way to create / manage tickets for requests – forms can be created so users submit all the necessary information during ticket creation process which will expedite tickets being assigned to correct departments and facilitate timely closing of tickets
* Knowledge Base – area for articles that would be helpful to faculty (or students) Ex: When to use Qualtrics vs Survey Monkey, Can add top resources for Canvas;
* Provides one location for outages, maintenance notices, knowledge articles, and ticket requests

SPSS Update (from Victor)

* Requested committee to provide feedback regarding survey questions before the survey is sent to faculty

Infrastructure Update (Jason)

* Lot of issues beginning of fall semester, much lower ticket numbers now (40 GB of traffic which previously had 10 GB capacity)
* Continue to update switches as parts come in
* Jen reported trouble in Ford

GoReact vs VALT update

* State requirements for education went away, so may be able to use VALT for both education and nursing departments
* Could also look at new video management option (like YuJa) to see if it would satisfy this need

Online Registration (Penny)

* Monday – Wednesday evening next week
* All individual components up to date and resources to be reallocated to handle registration demands
* J1 Web Advising – Nursing & Education are piloting, full rollout to faculty next fall