

Information Technology Committee Minutes

Time & Date: 11am 1/31/2012

Krannert 246

Attending: Beth Barron, Lynnwood Belvin, Victor Bissonnette, Andy Bressette, Basil Englis, Penny Evans-Plants, Austin Gardner, Nadeem Hamid, Sherre Harrington, Curt Hersey, Tom Hocut, Aaron Jermundson, Cameron Jordan, Daniel Robb, Jerry Trammell, Kathy Whatley, Jeremy Worsham

- I. Minutes from 11/16/2011 were approved
- II. IT Updates
 - a. Unified Messaging
 - i. IT and volunteer members of the IT committee have been testing the unified messaging system. Penny Evans-Plants and Tom Hocut report positive responses from participants.
 - ii. The unified messaging system utilizes Microsoft Exchange to connect voice mail with email, allowing for call notifications and accessing of voice mails through campus email accounts.
 - iii. Tom Hocut reported the decision was partially motivated by the current aging voicemail system and the minimal cost involved in using the existing Exchange platform.
 - b. Skillsoft
 - i. Penny Evans-Plants reported that IT is replacing the existing LearnKey system with a new product called Skillsoft.
 - ii. Like LearnKey, Skillsoft provides online training for software, customer service, and other skills and has the added benefits of faster updates, slight reduction in cost, and less issues with buffering video. Terry Sills plans to send out information about Skillsoft. There are still some open options for additional training, so faculty can contact Terry Sills if they are interested in adding a product or in using Skillsoft in the classroom.
 - iii. There was discussion about potential problems with Mac OS 10.7 and Skillsoft. Reportedly, a Java update fixes the conflict. Penny Evans-Plants stated that Mac labs would be updated to ensure java-compatibility.
- III. Old Business
 - a. TechQual & Survey
 - i. Penny Evans-Plants reported that TechQual has narrowed its core questions from 18 to 12.
 - ii. A subcommittee was formed to work on crafting additional questions to add to the survey. Lynnwood Belvin, Daniel Robb, Victor Bissonnette, and Basil Englis all volunteered to serve on the subcommittee. The subcommittee will also discuss the

possibility of seeking IRB approval for future use of survey data.

IV. New Business

a. Mac OS Upgrades

- i. Curt Hersey asked about plans for Mac OS updates during the 2011-12 year based on discussion last year of IT providing OS updates for supported computers.
- ii. Penny Evans-Plants discussed the change in Apple licensing from three-year to single-year licenses and the cost of supporting across-the-board upgrades.
- iii. The current plan is for departments to purchase OS upgrades; however, Penny Evans-Plants will be contacting Berry's Apple rep to get an update on their licensing structure.

b. Library Catalog Issues

- i. Penny Evans-Plants and Tom Hocut discussed the events that led to the loss of library computer information. In moving systems from an old SAN to a new SAN that will better protect data, human error resulted in the loss of both the primary file as well as the back up. Contributing to the problem was a file-naming error from four years ago and the peculiar back-up process of the Voyager system.
- ii. Sherre Harrington and Jeremy Worsham described how a back up from May of 2010 was brought online and an additional file from December of 2011 is being used to update information. Library staff will still need to manually enter barcode information to link to database files for about 3000 physical items.
- iii. The library plans to have a searchable database with the 2010 files back up by Friday.

Meeting adjourned at 12:02

Minutes submitted by Curt Hersey