

Information Technology Advisory Committee

February 8, 2019

(11a-12:30p, Library 435)

Attendance:	Present:	xAbsent:		Attendance:	Present:	Absent:
Buckles, Jennifer	x			Jain, Hemant	X	
Carver, Ethan	x			Liedtka, Theresa	X	
Chambers, Harriet	x			Loveless, Daniel	X	
Denniston, Terry	x			Matthews, Matt		X
Forrest, Tyler	x			Pou, Laure	x	
Freeman, Yancy		x		Rogers, Brian	x	
Gendron, Dennis	X			Rumbaugh, Stephen		X
Gao, Lani	X			Wilferth, Joe		
Guests: Jeffrey Wetherill, Donny Behneman, Susan Lazenby	X			Wood, Caesar	x	

Action Items from Meeting

- Laure and Dennis move ahead with test off-boarding implementation and prepare drafts for ITAC review, as needed
- Dennis keep ITAC apprised on identity management
- Brian keep ITAC apprised on Learning Environment Committee progress on surveys and more
- TL post ITAC Guiding Documents on the web site
- Dennis to talk with IT colleagues and being back possible solutions for the directory.
- TL get with Laure and Dennis to create a draft task force training charge
- Tyler follow-up on taxing Online Fee proposals, please advise if a statement of support from ITAC is desired.

Action Items from Previous Meeting

- TL/DG/Tyler discuss making service catalog available, with some suggested purchase guidelines (October meeting)
 - Meeting scheduled for week of February 18th.
- Theresa / Dennis – follow-up on Strategic Plan issues (October 2018)
 - TL met with Yancy, need to set-up meeting with Provost Hynd.

- Campus IT in partnership with Academic Affairs - fix the comprehensive inventory of campus learning spaces (November 2018) Is this a reasonable action item & if so, what then?
 - We have a monster list from IRIS. We also have a list from Marcus between IRIS, Banner. If we want more eyes, we need to filter. Giving too much vs. too little information by which to assess? What would help make better decisions of space? Inputs for cleaning up information? Need to create definition of parameters. What are we interested in? Do we care about private office, conference rooms, auditoriums, McKenzie Arena? The initial list for IT was classrooms? We need to know what exists in order to be able to properly budget. Classrooms, labs, special spaces, etc. Question of how the state defines this stuff. We need an accurate list to create accurate funding models. Fix policies, fix information, fix budget, fix definitions. The state has definitions general vs. special use classrooms. Donny could filter the master IRIS list. Set-up meeting to provide input, then work can begin on the list.
- Affairs in partnership with Campus IT - provide clear definitions of campus learning spaces (November 2018)
 - TL post definitions Donny provided to web site
 - Tyler is talking w/UTK regarding budget and policy
- Theresa / Joe - talk at Deans Council/Heads Meeting re:draft policies
 - On agenda for week of February 18th
- Next Meeting: March 8, 2019

Notes for Meeting:

- Announcements and updates
- Welcome Harriet Chambers - representing Development Office
 - Also talking with Athletics
- Update on draft policies - Theresa
 - Meeting soon with Council of Academic Department Heads and Deans Councils,
 - All three drafts are posted on website
- Upcoming Security Audit – March 2019 - Dennis
 - State-based
 - 13 documents need to be provided
 - Attest to compliance with audit
 - 11 have been submitted that they've been done
 - Remaining two:
 - Disaster Recovery Plan (updating right now, in next week)
 - Evidence of backup process (have process but not revised the process)
 - LP mentioned major audit finding from 2016 around offboarding former employees
 - What can we do differently around terminations & persistent access
 - Need proper notification to Banner office
 - Trying to build automated process for termination in SharePoint that flows through IRIS
 - HR & IT in close contact/communication around these issues to identify types of issues
 - TL suggested ITAC group can help with process and policy review and then recommendation to Executive Team

To do: Laure and Dennis move ahead with test implementation and prepare drafts for ITAC review, as needed

- Identity Management - Dennis
 - Getting policies around this is the first step
 - Almost on a case-by-case basis, in terms of informal processes vs. official policies
 - Policies help dictate what gets done in IT
 - How to untangle the past and move forward

To do: Dennis ITAC keep apprised on identity management

- Update on Learning Environment Committee - Brian
 - Two surveys sent out, one to faculty & one to students - what is/isn't working
 - 100ish responses thus far
 - Three additional surveys throughout the semester
 - Based on responses, may stage a few focus groups for additional information
 - Two reps from group will go to Next Generation Learning Spaces conference in Feb

To do: Brian keep ITAC apprised

- IT Budget Request and presentation, see web site - Theresa
 - Referred to Learning Environment Committee passing resolution
 - Question around budget that is IT specific vs budget that is project specific around campus
 - Question about online fees and how they will get used
 - Question about the context of the 3 year plan and the budget proposal

- ITAC Web Site: <https://www.utc.edu/information-technology-advisory-council/index.php>
 - August meeting dictated some of the elements that are now up
 - Evolving over time
 - Can function as a secondary communication avenue for IT
 - How to get some of the campus policies listed on UTK's site down the road
 - One strategic plan goes up, then announce to campus
 - Strategic plan also being vetted by George & Yancy
 - Question about who is on email? itac@utc.edu (Theresa, Matt, Brian)
 - Suggestion to bring to faculty senate? Yes.
 - Suggestion to build in search capability for policies
 - Lack of compliance policy about travel and computers (Dr. Pack?)

To do: TL work with Library IT and IT Department on further web site enhancements

- Foundational documents, see web site – Theresa, Dennis, Matt
 - Initial documents were created as part of 3-day IT Governance Workshop conducted by Ellucian in November 2017.
 - That group generated a lot of the “foundational documents”
 - Theresa, Dennis & Matt reviewed these
 - Narrowed down to: Principles, Participation, Meetings, Procedures
 - ITAC doesn't make decisions, we make recommendations
 - These will go up on website eventually
 - Change to Executive Leadership Team from Council

To do: TL post ITAC Guiding Documents on the web site

- Phone Directory - Laure

- A lot of phone calls to HR trying to find other people
- People.utc.edu is intended to be the canonical source
- But - a lot of inconsistencies & inaccurate information
- Working w/HR to address the issues:
 - People can be classified as faculty, staff, employee, affiliate, other
 - Question of nomenclature
 - Problem that you can't edit affiliation
 - Inactive individuals still showing up in directory
 - No indication of status
 - Lack of consistency in upper case vs. lower case
- Question of fixing old one vs. creating new one
- Question of what UTK is using? Awareness that UTK isn't also good data.
 - People can't edit their info on UTK's directory
- Question of whether we can temporarily & effectively limit by status?
 - IT group looking at it that might be able to make recommendation
 - Bring recommendation next month
- Another suggestion for down-the-road integration of Drupal + Directory

To do: Dennis to talk with IT colleagues and bring back possible solutions.

- Training Task Force – Theresa

- A previous iteration of this committee had a Training Task Force
- Daniel's request for more compliance training + requests
- How do folks feel about a tech training group for campus
- If no objections, have a charge for next month for this group to look at
- Possibly have a task force up by next fall

To do: TL get with Laure and Dennis to create a draft task force charge

- Student Technology Fee and Online Fee – Tyler Forrest

- ITAC Financial update powerpoint
- Overview of Technology Fee:
 - History, Approved 1996, \$30, then jumped to \$200 in 1998
 - Last increase was 2014 to \$250
 - Generates IT infrastructure, support, upgrades, modernization
 - No definition prior to 2014
 - 2014-2018 - about a million was spent on salary, 2.8 million total
 - IT was the most complicated budget on campus
 - Over last 12 months - consolidate all the accounts
 - Salaries has dropped to near zero, the rest is nearly all operational
 - One employee's salary savings is contributing to Ellucian contract
 - Every employee is ENG budget, covered under central pool
 - How broke up today:
 - Biggest chunk is software & maintenance (not enough)
 - Others: student labs, computing services, library, print systems, teacher resource center, IT consultants, OIT
 - Carryover Funds - moved over to reserve fund

- Reserves account balance is \$502,00, \$300k of which is obligations
 - Would prefer this to be in the million range
 - 14 accounts down to 5: OIT, Special Projects, Computer Refresh, Infrastructure Refresh, Student Information System (now out of this as of this week)
 - Online Fee:
 - Approved in 2013 for administrative, operational, technical, and maintenance support for growing online platform
 - Preferred expenditures - two slides of bullet points, such as online instruction salaries and operations, faculty training, course redesign, accreditation expenses, Walker Center salaries and operations, lecture capture, LMS, bandwidth, etc
 - Broad MO of does it support online learning
 - Allocation (current): 42% colleges, 14% provost, 11% enrollment services, 10% walker, 6% library, 17% base
 - Colleges retain 100% of their surplus (which creates some issues)
 - Reserve Balance = \$4,800,000, \$2+ million returned to colleges \$2.6 million balance
 - Obligations - IT network upgrade, LMS transition, Instructional replacement costs
 - Average revenue is around \$3 million per year
 - Request that this group discuss how this gets used
 - Question of C & D course classification & impact
 - Question of how we budget IT in capital projects
 - Prior to last year, there was limited
 - Kenny Tyler has been building in IT from the jack out for new projects
 - Trying to go further than this
 - Tracking capital, IT, programming operations & don't always mesh
 - Trying to get a better blend of this
 - Part of this is also the way the state funded public-facing technology
 - Look at existing resources at the college level & having conversations at that level
 - Propose taxing online carryovers for IT support, looking for consensus of support
 - Look at possibility of centralizing budgets if departments aren't using them
- To do: Tyler follow-up on taxing Online Fee proposals, please advise if you want any sort of statement of support from ITAC.