

Information Technology Council

Minutes

Zoom Conference

February 23, 2024 – 8:30 a.m.

1. Call to Order

- a. Myra Jones called the meeting of the Information Technology Council to order at 8:30 a.m. via a Zoom conference at East Tennessee State University.

2. Attendance

- a. Members: Samuel Adenekan (SGA), Jeff Blanton, Joe Chappell, Tom Donohoe, Wendy Eckert, Bill Hemphill, Stephen Hendrix, Keith Johnson, David Linville, Margaret Pate, Dan VanZant, Beth Wiley
- b. ITS Non-Voting Members: Rob Archer, David Currie, Adam Greever, Myra Jones, Mike Lehrfeld, Candy Massey, Rob Nelson, Steve Webb
- c. Excused: Doug Burgess, Michelle Byrd, Lindsay Daniel, Phillip Davidson (SGA), Bill Flora, Karen King, Rebecca Lewis, Roslyn Robinson, Jonathan Wilson

3. Action Items

- a. Approval of ITC Minutes from January 26, 2024
 - i. Myra Jones called for a motion to accept and approve the January 2024 meeting minutes as posted followed by a second and the motion carried.

4. Information Items

- a. Project Management Report – Candy Massey
 - i. ITS Unit Priority Report (69 current projects)
 - ii. New Projects for 2024 (20)
 - iii. Closed Projects for 2024 (12)
- b. Student Task Force Demos – Rob Archer & Myra Jones
 - i. All day demos of SAS product by Oracle and Ellucian, task force will discuss, either will be an improvement, Ellucian is a more complete product.
- c. Technical Tabletop Exercise – Mike Lehrfeld

- i. Simulated cyber incident, College of Nursing malware incident at clinic, received preliminary report, need improvement in communication pathways internal and partners, meeting with vendor to review, will receive a final report.
 - d. Enhance Account Security – Mike Lehrfeld
 - i. <https://mysignins.microsoft.com/> (to view recent apps logged into)
 - ii. <https://techcommunity.microsoft.com/t5/microsoft-entra-blog/advanced-microsoft-authenticator-security-features-are-now/ba-p/2365673> (Advanced MS Authenticator MFA security features)
 - iii. MFA for all user accounts (alumni currently have this disabled)
 - 1. Common attacks are prevented and slowed down by MFA, self-service password reset, account activation page, MS has ability to reset password, will have a communication plan prior to enabling, working on a process to make it easier for users to reset their password.
 - iv. Remove dormant accounts (can always recreate if needed)
 - 1. We have a licensed account, non-licensed accounts (former graduates, etc.), traditionally not removed graduates, etc., getting close to maximum number of accounts (user, computer accounts, contacts, etc.)
 - 2. Shouldn't be much of an impact to former students, non-active students can go directly to Parchment. Will bring this item back next meeting.
 - e. Disaster Recovery for research data with the CRO – David Currie & Mike Lehrfeld
 - i. Policy went out for public comment twice, met with Chief Research Officer and Export Control Officer, built a data recovery backup in AWS.
 - ii. The current cost to backup is \$100/year, department will be billed back, using deep glacier storage, have a working script, worked with Nick Hagemeyer, script could be shared.
 - f. Cybersecurity Awareness Training compliance alternative - David Currie & Mike Lehrfeld
 - i. Information Security Awareness Training (ISAT) Program policy effective May 2019, completion rate is falling, low compliance rate in public sector, considering KnowBe4 Captain Awareness videos as an alternative, KnowBe4 has component to remove phish and has a built-in phish training, will take to committee to review options for those not completed training, the information in the training has value.
 - ii. Training is necessary for audit; short and new trainings are more interesting.

5. ITS Updates

- a. DocuSign – Candy Massey
 - i. Connected to Oracle, fine tuning at this point, go live date is May 1.
- b. Voyager – Rob Archer
 - i. On track with flexibility in schedule, CRP3.5 delayed two weeks to March 4, HR and Finance issues due to data corrections and mapping, will push back UAT, training in late May, conversions in June.

- c. Ring Central– Rob Nelson
 - i. Installations at off campus sites this week, Burgin-Dossett goal March 19 with goal to port on March 21, VA first week in April, analog will be last, current vendor controls ports.

6. Subcommittee Reports

- a. Academic Instructional Technology Subcommittee – Myra Jones, Dan VanZant
 - i. Met 1/29/2024. Minutes are in the Subcommittee channel. No report.
- b. Data Governance Subcommittee – Joe Chappell, Tom Donohoe
 - i. No report. Focus is on Voyager.
- c. Enterprise Resource Planning Subcommittee – Rob Archer, Beth Wiley
 - i. Met 2/22/2024. Minutes are in the Subcommittee channel. No report in addition to Rob’s Voyager information.
- d. Network and Security Subcommittee – Rob Nelson, Mike Lehrfeld
 - i. No report.
- e. Research Technology Subcommittee – David Currie, Wendy Eckert
 - i. No report. Searching for a new member to replace one that left the university.
- f. Student Advisory Subcommittee – Adam Greever, Jonathan Wilson
 - i. No report. Working to recruit students and planning March and April meetings.

7. Old Business - None

8. New Business – None

9. Adjournment

- a. The meeting was adjourned at 9:33am.