ITCC April 13, 2011

Minutes

Attending: Matthew Pickens, Jeff Winiarz, Margaret Cline, Robert Roe, Ben Payne, Dan Uetrecht, Thomas Vojta, Frank Liu, Don Wunsch, Robert Cesario, John Bax, Fred Reineke, Al Crosbie

Meeting Called to Order at 4:00 PM

1. Approval of March minutes.
    Thomas Vojta, Frank Liu 2nd

    Unanimous

2. Expansion / Reconstitution of CLC Task Force to respond to e-Learning initiative.

    Motion 1: Frank Liu, Thomas Vojta 2nd
    The mission of the CLC Task force will be expanded to include strategic and tactical feedback to the administration re the e-Learning Initiative and related issues. The name of the task force will replace "CLC" with "e-Learning" to reflect the new mission.

    The charter needs to be focused on techniques and strategies, not content.

    Unanimous.

3. Naming of Task Forces

    Thomas Vojta, Frank Liu 2nd
    Motion 2: The ITCC Task Forces will henceforth be referred to as "Advisory Groups".

    Unanimous

    This means that our existing Task Forces are renamed as follows (with Chair listed):
    Computer security Advisory Group, Wunsch
    e-Learning Advisory Group, Liu
    Research Computing, Vojta

4. Email update, including privacy Concerns in view of Wisconsin Freedom of Info Act requests. (See the two recent Chronicle of Higher Education articles attached).

Margaret & Don met w Provost earlier today to discuss the situation.

Margaret suggested a follow-up to learn more re law. She is willing to approach Beth Chancellor. Beth has a lawyer on staff.

We can use these minutes and other documents, information to develop a FAQ.

This issue relates to Archiving email. The UM System has discussed archiving email.

Status Quo: On Exchange, email is retained based on quota. Backups are kept for 3 weeks. (This is on a disk in Columbia, which gets reused 3 weeks on a rolling basis.)

Example, other campuses received requests, and they looked at Microsoft Exchange, and also looked for .pst archive.

Any changes in past couple months re ways emails were archived?
No.

We will continue to use our Authorized Access Procedure unless forced to do otherwise. Any requests that come in should go through that process, which includes notifications of the email's owner when possible and also has appropriate signatures required.

The appropriate form is attached, as well as a document outlining the process and instructions.

Our discussion included the fact that university policy recognizes the principle of academic freedom and does not support "fishing expeditions" into the electronic materials of faculty, staff, or students. Incidental personal use of computers and email is not prohibited by the collected rules and regulations. Instead, excessive use is, and the latter is defined as use that "overburdens a network, results in substantial use of system capacity, or otherwise subjects the institution to increased costs or risks." The quote is from the Collected Rules and Regulations, 110:B.2.a
http://www.umsystem.edu/ums/rules/collected_rules/facilities/ch110/110.005_acceptable_use_policy

The discussion also noted that the ITCC was ahead of these issues by some years in developing and passing the Authorized Access Procedure, which was subsequently passed by the Faculty Senate.
(Relevant ITCC minutes can be found at http://facultysenate.mst.edu/InforTechnology.html)
The specific meeting where it was passed was
http://facultysenate.mst.edu/documents/itcc/ITCC.Minutes.02.10.10.pdf.

That policy, as originally passed by the ITCC, required Authorized Electronic Access to include a Faculty Representative Signature, which was to be the ITCC Chair, or a Task Force Chair if the former was unavailable. This was amended by RP&A to be the

responsibility of the Faculty Senate President, alternatively Past President, or President-Elect in that order.
The relevant Faculty Senate minutes can be found at:
http://facultysenate.mst.edu/documents/fsminutes/FS.Minutes.09.16.10.pdf
and
http://facultysenate.mst.edu/documents/fsminutes/FS.Minutes.06.17.10.pdf .

Note that the policy requires that "keywords must be relevant to the stated need for access", and that "when appropriate, the data owner should be notified".

Other email issue:
Margaret's plan is that Gmail & Outlook Live will continue to be offered as a choice to students.

5. Report on March Motions at RP&A and Faculty Senate

As sent via email previously, attached.

6. Walk-in Center Queue wait times for faculty members

The Walk-in Center is designed to serve students, is used for personally owned stuff, charges for services, and students pay the bulk of the bill. Walk-in customers are therefore served on an equal treatment basis. The better alternative is the desktop support service for faculty.

The desktop support process is to enter a ticket by web or phone, and someone will contact you.

The prioritization of desktop support is as follows:

1. Classroom – people literally come running,

2. Call from office – can't work ASAP,

3. Non-critical issues as time permits, such as printer doesn't work.

Do remember we have 8 people and 5,000 computers. We are resource constrained.