ITCC Meeting Minutes
September 17, 2014

Attending: Thomas Vojta, Maciej Zawodniok, Greg Smith, Karl Lutzen, Maggie Trish, Roger Weaver, Bob Cesario, Meg Brady, David Esping, Gerry O'Brennan, Al Crosbie, John Singler, Richard Dawes, Abhijit Gosavi, David Wright, Brandi Klein, Fatih, Dogan, Jeff Schramm, Lori Duncan, Dan Uetrecht

Meeting called to order at 4:01 PM.

1. Approve minutes of last meeting
   Motion to approve by John Singler & Bob Cesario 2nds. Unanimous vote to pass.

2. Election of officers

   Current Officers & Current Candidates
   Chair – Thomas Vojta
   Vice Chair – John Singler
   Chair of Research – Richard Dawes
   Chair of eLearning – Jeff Schramm
   Chair of Security – Don Wunsch

   * All candidates approved unanimously.

3. IT changes and restructuring (see org chart at: http://it.mst.edu/about/)
   - New team created called Project & Information Management Services (PIMS). This is a combination of the ESA & PM teams, under the directorate of Vicki Callaway. We are looking into a better platform for programming. We are also looking into the possibility of hiring some of our own students.
   - Split out the Academic Technology group into 2 teams; EdTech & Academic Technology (formerly Campus Technology Support). Meg Brady will continue to be the director for EdTech & David Esping will be the director for Academic Technology.

4. Campus network updates (core network, wireless, VPN, VOIP).
   - CrashPlan - personal data cloud backup solution http://www.crashplan.com
     o We have 23 faculty and need 2 more.
     o Currently just over 1TB of data archived.
   - Wireless upgrades over the next 18 months.
     o We now have 736 managed wireless access points covering the campus and residential networks.
     o We have deployed 802.11AC wireless access points in the Library, Physics, Havener and Bertelsmeyer.
     o Toomey and Computer Science will begin soon
     o Civil and ECE will follow after additional equipment is purchased.
     o Outdoor 802.11AC wireless has been deployed for testing in the Havener mall to support RTD.
   - Campus networking upgrades over the next 18 months.
     o The core network routers will be upgraded during the semester likely during the Thanksgiving break. This will support 10Gbps connectivity to campus buildings.
     o Building aggregation switches will be upgraded to 10Gbps connectivity back to the core network.

- Fiber Plant upgrades over the next 18 months.
    - Redundant fiber to campus buildings will be deployed utilizing the fiber ducts installed as part of the geothermal project.
- VPN access will be shut off at the end of this month (Sept. 2014) It has been replaced with AnyConnect.
- VOIP migration continues over the next 12 months
    - We have completed migration for IT, English, Psychology, Economics, Accounting, Admissions, VPAA, Deans offices and VPAA.
    - Athletics, Chemical Eng and BioSciences will migrate next week.
- Big Data
    - Working with Dr. Madria, Dr. Lin and graduate student to support fall classes using Eucalyptus Hybrid Cloud. This was created using VMWare virtual machines for classes this fall and will run a Hadoop based image.
    - SAP Hana appliance purchased and installed. Working with Dr. Lea on integrating classwork for spring semester. Also looking at research uses for the appliance.

5. How to communicate IT information (eConnection + other channels)
   Support policies (Helpdesk outside of the 8-5 time window)
   - General updates (outages, changes, etc.) will be done through eConnection. We also have Twitter & Facebook.
   - The best way to reach us is through the IT Help Desk at x4375, M-F, 8-5.
   - Suggestions:
       - blog page
       - status page
       - extend IT Help Desk hours to 6 pm?

6. Mobile app focused on students
   - Student focused mobile app for iOS was released as an update to the 2006 version in Aug. (https://itunes.apple.com/us/app/missouri-s-t/id436494907?mt=8) – 132 new downloads, 376 upgrades from the original app.
   - Android app is under development with the same functionality as the iOS version.
   - Next release for both systems will include mapping and Ebus application. Targeting October for release. Considering an awareness campaign for students. (EBus: Minertrax.mst.edu)
   - Columbia is deploying enrollment functionality very soon. We will be considering the functionality after the October version is released.
   - Including students in the process of determining the next versions of the app. Interested in including innovative apps from students.

7. Academic advising system (Starfish/S&T Connect)
   - S&Tconnect went live on August 15th and workshops were held to help instructors & advisors become familiar with the new system. Additional workshops will be held in the future as needed.
   - Progress surveys went out to all instructors on September 11th; however, there was an issue with the survey link, and the Starfish vendor is still working to resolve this issue. As a workaround, *instructors can access the progress survey by 1) Log into Blackboard, 2) Choose the S&Tconnect tab, 3) Click directly on the Outstanding Progress Surveys link*.
   - Sporadic issues with a mismatched timezones between S&Tconnect and Outlook. The Starfish vendor has escalated this to their support team & is working to resolve this issue.
   - Dr. Cawlfield, Undergraduate Studies, is meeting with each department chair and their faculty to promote awareness and to address any questions or concerns about S&Tconnect.

- The Office of Undergraduate Studies is the main project sponsor for the new academic advising system, and Rachel Morris serves as the Functional Administrator for the new system. All questions, comments, and concerns are to be directed to Rachel Morris in the Office of Undergraduate Studies.

8. Status of Learning Management System
   - Status quo for LMS users at S&T. Blackboard will remain available until at least December 2015. It is likely to be the only officially supported LMS in the Spring 2015. Progress toward Canvas implementation has currently been halted by UM System.
   - Contact Jeff Schramm or Meg Brady for further questions.

9. Computer security (Password reset progress, travel laptops)
   - Password reset is underway. Starting September 2 and every Tuesday a new batch of random userids are added to the notification systems. Notices are sent at the 30 day, 15 day , 7 day time and of course, if the account password is changed, the notifications cease until 335 days old, where it starts again. It should take 10 weeks to cycle everyone in. For the most part it's gone well and only a few struggles have occurred with forgotten passwords.
   - Travel laptops are now available through Security and Asset Management. These are meant for people traveling to areas where theft of intellectual property is a risk to campus data. We have 3 older laptops that are data cleansed thoroughly and installed with basic needs: Operating System, Word Processing, Email, Web Browser and the AnyConnect VPN client. No other data should be placed on these systems, especially University/research data. To reserve, please make a ticket requesting a travel laptop at least 2 weeks prior to leaving so we can ensure that we have a laptop available to you. Please note, that these are not new systems but will provide adequate battery life and functions.

10. Sharing files across devices, remote apps (John Singler)
    - Is IT considering providing a way to share files across devices? Yes, we are looking into cloud-based solutions. Google Drive is one option. (similar to Drop Box). Box is another option (box.com)

11. Short announcements (XP phase out, Library technology update)
    - XP phase out – done
    - Library technology update
      - added 3D scanner
      - 103 has been converted to a CLC
      - Increased stations & printers (Quick Print)
      - Video Wall is coming at the end of the month.
      - Open House around homecoming time
      - Gate counts are up by about 300 this semester
      - Looking at wireless printing options

12. MatLab (Richard Dawes) – consistently getting error message about not enough licenses & can't log in. Do we need to buy more licenses?

Meeting adjourned at 5:32 PM.