

ITAC Meeting

Date: Friday, February 19, 2021

Time: 2:00 pm

Location: Virtual (Microsoft Teams)

Attendees: Humayun Zafar, Jeff Delaney, Svetlana Peltsverger, Kristine Hwang Kim, Jim Herbert, Veronica Trammell, Matthew Bain, Rifka Mayani, Lori Meadows, Tsai-Tien Tseng, Brian Lawler, John Johnson, Hillary Steiner (for Mandy McGrew), Dal Hyung Kim, Marie Day, Davide Gaetano, Stephen Gay, Jack Delinsky, Christina Coronado, Sasha Padilla

Agenda

Old Business

1. Approval of minutes from November 20, 2020 meeting
 - a. Motion for approval
 - b. Motion seconded
 - c. Unanimous vote
 - d. Minutes will be uploaded to ITAC website
2. Call for volunteers for Secretary
 - a. No volunteers for Secretary
 - b. This item will be added to the next meeting agenda

New Business

1. Discussion
 - a. EXTERNAL tagging on appointments
 - i. Brian Lawler raised the question of whether the tagging was still necessary, and noted the inconvenience of the EXTERNAL text causing the truncation of the meeting title on appointments
 - ii. Jeff Delaney discussed the disadvantages of abbreviating EXTERNAL to EXT
 1. Would new employees know what EXT means?
 2. There would potentially be an increase in service calls
 3. Do we want to impact everyone for the benefit of a small group?
 - iii. Matt Bain was hesitant to make any changes
 1. With the expanded use of additional services at KSU routing mail, does that have an effect?
 2. Are there services that are sending mail from outside KSU (i.e., Zoom)?
 3. Are there ways to calm this down with proper routing?

4. Deliverability, sender policy framework of mail
 - iv. Dr. Delaney stated that UITS started a white list and some external resources have already been changed
 1. Enterprise DocuSign
 2. @USG
 3. ServiceNow
 - v. Brian Lawler asked if we can pass list any .edu email address
 - vi. Humayun Zafar suggested that the group move on to the next discussion topic
2. Importing grades into D2L
- a. Svetlana Peltsverger asked if this functionality could be made available
 - i. Banner 9 supports import but we don't know the timeline yet
 - ii. Other faculty say it will be great because it reduces the margin of error
 - iii. D2L Simple Export would help faculty and Registrar's Office
 - b. Jim Herbert said that Banner 8 doesn't support import; however, Banner 9 does support it in two ways
 - i. Import data from an external system
 - ii. Export a roster in Excel and then re-import it back into the system
 - c. Davide Gaetano provided additional information on upgrade status
 - i. Admin pages have already been upgraded to Banner 9
 - ii. It's the self-help service part that's not complete
 - iii. The project plan has not been built yet, so there's no timeline
 - iv. Most schools don't want an upgrade of this type during Fall registration
 - d. Svetlana asked if UITS could help import data on the back end
 - i. Jim responded not yet, but it will bring enhancement
 - e. Svetlana noted the Georgia Tech document she referenced is three years old
 - i. Davide confirmed that some schools have already upgraded
 - ii. Svetlana asked that the Committee be updated with a timeline when available
 - iii. Davide confirmed there has been a lot of communication on the project
 - f. Humayun Zafar noted there may be FERPA implications
 - g. Jim Herbert stated that Audit classes are problematic, but that Banner 9 addresses this issue
3. ITAC General Updates
- a. Zoom
 - i. Humayun mentioned some faculty are experiencing authentication issues

- ii. Veronica Trammell said it's a security issue
- 4. Updates from UITS
 - a. UITS Strategic Plan – Jeff Delaney, CIO
 - i. Dr. Delaney requested feedback from the group on the plan
 - ii. Dr. Delaney will send the draft to the group via Teams
 - b. Alternate Digital Credentials – Jim Herbert, Deputy CIO
 - i. Jim provided background on the project
 - ii. Svetlana previously led a committee to research this
 - iii. That committee developed governance processes
 - iv. The Badgr platform was selected and a soft launch was planned
 - v. We are currently in the process of acquiring Badgr
 - vi. Digital credentials go beyond just academics
 - vii. Our badges will include Badgr Pathways
 - viii. QR codes will also be available to give credit for attending events
 - c. Scan to Email – Jim Herbert, Deputy CIO
 - i. There is a new button on the Ricoh copiers for Scan to Email functionality
 - ii. Please use the new feature and provide feedback
 - iii. The Scan to Folder function is phasing out soon
 - d. ServiceNow Customer Portal – Christina Coronado, Executive Director of Customer Support Services
 - i. Demonstration of new customer interface
 - ii. Svetlana asked if StratComm will make the switch to ServiceNow
 - iii. Svetlana reported there are email legibility issues in ServiceNow
 - iv. Christina said UITS is working to resolve readability issues
 - e. Asset Management System Demo – Jack Delinsky, Executive Director of ITOP
 - i. Demonstration of ServiceNow Asset Management tools
 - ii. To change location of your equipment, please email ITIM@kennesaw.edu or submit a service request through the new portal
 - f. BB Collaborate Sunsetting – Veronica Trammell, Executive Director of Technology Outreach
 - i. Target date for sunsetting is Summer of 2021
 - ii. The Documentation Center has instructions for capturing content
 - iii. Teams now offers breakout rooms, making BB Collaborate redundant
 - g. Zoom vs. Teams – Jeff Delaney, CIO
 - i. Now that Teams does the same thing as Zoom, how does everyone feel about decommissioning Zoom?

- ii. It served a purpose (like Collaborate did) but now that we have increased functionality in Teams, this might be a good opportunity to explore it again
 - iii. Humayun Zafar asked about D2L integration capabilities
 - 1. Veronica said that Zoom and Teams both have widgets for D2L that we hope to have integrated by Summer
 - 2. It a deeper integration that we think will help D2L functionality
 - iv. Davide pointed out that Microsoft is committed to the Teams ecosystem; so much so, that they are expanding it
 - v. Davide felt that Zoom going out of business was more likely than Microsoft pulling back on Teams
 - vi. Dr. Delaney said we can anticipate pushback if Zoom is decommissioned next year
 - vii. Matt Bain suggested that as we get closer to a decision point, UITS should publish a comparison and include fringe units that use Zoom for larger events
 - h. Hillary Steiner asked if Teams can support large webinars
 - i. Dr. Delaney said we can pay for events separately
 - ii. Dr. Delaney said we will explore and revisit
5. Other business (none)

Meeting Called to Adjourn at 2:59 PM by Humayun Zafar.

Upcoming ITAC Meetings

Full committee meeting: May 21, 2021 at 2:00 PM via Teams

Full committee meeting: June 18, 2021 at 2:00 PM via Teams