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 Peltzverger 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