

ITAC Meeting Minutes

Date: Friday, January 19, 2018
Time: 10:00 a.m.
Location: Clendenin 1009

The meeting was attended by:

Svetlana Peltsverger, Michelle Girage, Eduardo Farfan, John David Johnson, Casey Waldsmith, Martina Kaledin (proxy for Heather Abbott-Lyon), Mariel Fox, Josie Baudier, Andrea Carpio, Lectra Lawhorne, Tom Boyle, Jim Herbert, Christina Coronado, Rifka Mayani, Stephen Gay, Cheryl Hassman, Elizabeth Starnes, Veronica Trammell, Lori Meadows and Adam Olsen. Additionally, David Gaetano, Alissa Helms, Michael Young and Pearlie Harris attended. Due to a miscommunication about WebEx, it was not available for this meeting.

Agenda

1. Minutes – Please vote! The minutes from September, October and November still need to be approved.
 - Will approve via email
2. Nominations for ITAC Co-Chair
 - Co-Chair left KSU, let Dr. Farfan know if you wish to serve
3. ITAC membership list update
 - a. New voting members (resulting from an email to the Deans)
 - i. Shannon Howrey, Bagwell College (joined Nov 2017)
 - ii. Wes Rhea, Colles College (joined Jan 2018)
 - b. New graduate student members (non-voting for now)
 - i. Andrea Carpio, Kennesaw campus (joined Nov 2017)
 - ii. Bill Haggerty, Marietta campus (joined Nov 2017)
 - c. Still need undergraduate members!
Need undergraduate student representatives from both campuses
4. Feedback on the bylaws
 - Will wait until Dr. Heather Abbott-Lyon returns
5. Printers in hallways of Q-Building
 - Newly installed for students, near vending machines. This is a good thing for the students, but they do not have paper.
 - How do we get paper?
Christina: An administrative assistant usually requests printer paper on a campus form.
When ordered, the paper is free and then the students pay for the prints.
Christina will connect these dots; lab coordinators may be better to request.
6. EndNote and RefWorks update
 - Lectra: We have multiple solutions in the environment
The Library version of EndNote is online and some want the client version. The Library will support the software and the CIO will purchase.

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- Library does not know if there is enough demand to justify the cost. The ROI needs to be determined.
- CIO has requested feedback from ITAC to determine how to move forward.
- Lectra and Dave Evans will meet before the next ITAC meeting.
- Lectra will ask Dave to come to the next ITAC meeting and they will co-present on this subject.

7. CIO Updates

- Lectra: Asked newcomers to please stand and introduce themselves. Marie Kaledin attended for Heather Abbott-Lyon. Pearlie Harris attended, representing Graduate Student Association. We want to continue to grow the ITAC committee, as the CIO needs help determining what we do for the Kennesaw State University, so that decisions are not made in a vacuum.
- As of January 2nd the newest department in the CIO division is Decision Support Systems led by Michael Young. He is bringing part of Institutional Research with him. Michael is also our Chief Data Officer. Michael: Previously more functional, now more technical. We are refreshing our tool sets and looking at data quality. Lectra: Exciting things upcoming in this new department.
- Document Management: Elizabeth: We always try to offer solutions that are equal or better, while removing duplicate services when possible.
 - Matrix displayed that shows where to store data depending on the type of data. Matrix can be found here: <http://uits.kennesaw.edu/document-management/docs/document-matrix.pdf>
 - Storage Options: OneDrive, SharePoint, Dropbox, and network Shared drives (I, M)
 - We will sunset Owl Drive and files.kennesaw.edu in May 2018
 - SharePoint – old on premise will be moved to the cloud. We will reach out directly to owners of these sites.
 - Files – will contact data owners directly and let them know how to move their data.
 - Owl Drive – will contact data owners directly and let them know how to move their data.
 - Lectra: We have communicated about these tools and asked for feedback from ITAC; we have incorporated the feedback into the matrix. We are preparing to roll this out. Please review the matrix and send any feedback to uits.kennesaw.edu/document-management. Feedback is needed by Feb 2.
 - There will be a lot of hands-on help when this goes into the environment.

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- This is dynamic and evolving; will hear more about the shared drives merging after SharePoint conversion is complete.
- SharePoint will all be in the cloud, not creating on premises any more
- Support, cost considered when looking at solutions
- Svetlana: The CSE College SharePoint is sp.kennesaw.edu; is that on premises or cloud? This is on premises. How do they change? There will be a process and she will be contacted. Shared network drives will be looked at after SharePoint is complete.
- Farfan: Faculty is not using OneDrive for faculty information. This is an awareness opportunity.
- Please review the matrix and send feedback to Cheryl Hassman chassman@kennesaw.edu by February 2nd.
- Christina: New group in Customer Services, the copy print team that services the Ricoh printers.
 - March 8th, 9th and 12th we will have new copy/print devices for testing. Includes Canon, Xerox and Ricoh
 - Will have signups available.
- Preferred name: Rifka: Depending on if students or faculty/stuff, requests are vetted either by HR or Academic Affairs.
 - Name change is sent to all of the downstream systems.
 - Fall 17, 183 students requested name changes.
 - Spring 18, faculty/staff: 119 requested, 18 requested NetID changes as well
- OneUSG: Rifka & Elizabeth: Rifka is the Technical lead, Elizabeth is the Project Manager. Working on consistent communications.
 - What IT is doing: We are working on the HR data flow from ADP (currently) to Banner and then the other downstream systems and how to shorten the time it takes. The new system will be pulled in to downstream systems every 24 hours, which is a 48 hour decrease. This will happen on March 25th (it goes live).
 - Working with development and the data to ensure the modified data coming out of PeopleSoft is handled properly.
 - Last week we took the current data and reviewed it; we need data to be as clean as possible.
 - Time clocks – we currently have about 20 on campus. We will be adding a few more, as some hourly staff will have to clock in and out for lunch and want to avoid long queues.
Network drops are being added for the new clocks.
This is an HR and Payroll initiative.
- Global Protect (VPN) David: This will be more stable and faster than Hallpass.
 - Sign-up URL: itac.kennesaw.edu/software
 - We will run it in parallel with Hallpass until end of semester.

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- Send feedback to Cheryl Hassman chassman@kennesaw.edu by February 2nd.
- Marie Kaledin has a need for students to have access to the VPN. Once this is in production, please put in a service ticket.
- AV Life Cycle Replacement (LCR): We will contact the Dean's of the colleges with classrooms that are eligible for LCR. The largest number is in English, which currently has the oldest AV.
Replacement is predicated on year-end funding.
- KSU Anywhere: Cheryl Hassman: We tried a new approach by contracting out the deployment of all of the life cycle replacement computers in order to get it out into the environment faster. We had many lessons learned and would love any feedback you may have. Some numbers:
 - Total Appointments: 900+
 - Appointments completed: 679 (75%)
 - Customer Declined: 53 (5%)
 - The remaining open tickets (20%) are being completed internally now.
 - Future LCR is predicated on end of year funding
- We will purchase replacement batteries for laptops if we purchased the laptop and if the laptop is not ready for replacement.

Upcoming ITAC Meetings

February 16, 2018 – Meet in CL 1009

March 16, 2018 – Meet in CL 1009

April 20, 2018 – Meet in CL 1010 **at 10:05 am**