

IT Governance TOCS Subcommittee Meeting Minutes

September 16, 2021

1:03pm

Attendees: Mike, John, Patty, Bill, Mike F., Dana, Earl, Brandon, Ching Yi, Hector Gamon, Ben

PURPOSE CODE: E = event planning; I = seeking input; INF = information; D = decision making; P problem solving; S = strategic; T = tactical

Discussion Items:

1. Approval of the minutes:

a. IT Gov TOCS Subcommittee Minutes from August:

<https://docs.google.com/document/d/1KvUXdaOfYKWtRAHQC8MzuPsg2M-Oh2SR/edit?usp=sharing&ouid=105305519875344242396&rtpof=true&sd=true>

1st – Patty, 2nd -Birdy

2. Discussion/Action Items:

a. ITS/Systemwide Updates (Gerard)

- i. Patty retires at the end of the month, Oct. 1st last day on campus.
- ii. Jack Macfarland – Operations, facilities at PDC and Gil are retiring – Gil – equipment specialist, desktop support, lighting, etc.
- iii. Anthony De La Rosa – Acting Interim
- iv. Tanner – Interim Director Institutional Research
- v. ACBI Director Position
- vi. TSC open positions – 2 for Cherwell
- vii. Annel Martin – Lead Compliance and Initiatives
- viii. ITS Tech Week at the end of September
- ix. WASC visit 22nd to 25th – tech support for visiting team
- x. Gerard is out until the end of next week
- xi. New Procurement Director Position opening soon
- xii. Homecoming – October

b. Post Pandemic Planning Suggestions

- i. ITGEC – still working on Telecommute Policy – discussion, for now it has to be directly related to COVID.

c. Printing Policy: Bring back to the next meeting.

https://docs.google.com/document/d/1hsZtyj5_jlap5ZiiIP2pozWI95Dd1FEaJZEFwIT52hc/edit?usp=sharing

- i. Student printing might need to be separated out, maybe call this a student printing policy. Copier vs desktop vs duplicating, student printing side as well.
- ii. What are policies throughout campus on printing?
- iii. Go-print money goes into the account for the go-print services
- iv. Scanners and copiers on campus – wasn't really self-sustaining, we were losing money on those.
- v. Elsa – set up a meeting for Brandon and Bruce mtg on draft edit.

- vi. Currently we have 19 locations on campus where students can print.
- d. Mobile Device Policy: Bring back to the next meeting.
https://docs.google.com/document/d/1z0PJWZ7ikr88ljZgwCjQ_u9nWcaJIWqet5XYqZF_U/s/edit?usp=sharing
 - i. Bruce will work with TNS folks to discuss where this fits in.
 - ii. Elsa – set up a meeting with Bruce, Heather and Brandon – to review the document.
- e. Acceptable Use Policy for Electronic Communications: Bring back to next meeting.
<https://docs.google.com/document/d/1XKldhV5eWR7WN5AvVa5JJot6Pfgtwg77h7tOxQICoK0/edit?usp=sharing>
 - i. Elsa – set up a meeting with Mike, Gerard, ISET, Gerard, Brandon to go through the document. Next Month. 1 hr.
- f. SOTE Update – Gerardo
 - i. Wrapping up data bridge portion – class climate to PeopleSoft
 - ii. Implementing SSO now through Cloud management side
- g. e911 requirement
 - i. Cary’s law – a girl whose mother was killed, trying to dial 911 but couldn’t because she was in a hotel and had to dial another number before 911. This law has started to be implemented. We have until January 6th to implement this throughout all phone services on campus.
 - ii. Ray Baum act – accurate location from where they are calling from, desk phones now, will show in dispatch as building and room number. Haven’t been able to use Jabber for this service. We need to figure out a way to report the best, most accurate location that we can. If you use your cell phone and use jabber it will go out through the call center.
 - iii. Intrada integrates into our call center and wireless network – AP will know closer location.
- h. TSC top call tickets (Duo, password resets...) – Brandon
 - i. DUO, Coyote ID cards – this year printed 500 id cards, Password resets, 1200 more tickets this year than last year.
 - ii. Returners still trickling in
 - iii. Desktop replacement with laptops
 - iv. Chrome books – hopefully we are not recommending these
 - v. Computer Check-ins and calls from people that got used to going to wedge – students asking for laptops that we don’t check out, students checking out laptops at the library. John was not aware that students were being referred over to TSC.
 - vi. Hot spots
 - vii. Things in the works to help out TSC better service the campus community
- i. IT Purchase Standards - TABLED
 - i. Establishing hardware minimum support standards
 - ii. Establishing technology purchasing policies
- j. Outage/Interruption notifications - TABLED
- k. Adobe Licensing Update - Mike Fredette
 - i. Week right before school started – change the way we were doing license

- ii. Back to a limited number
- iii. Removed students lose free licensing on August 31st, got it working on the hub
- iv. 100 students bought licenses before school started
- v. Adobe creative cloud to Adobe creative cloud professional edition
- vi. Shared device licensing is pushed out to all computers – every state is running adobe creative cloud and full set of apps available
- l. TSC Update - Bruce/Brandon - TABLED
- m. NGSC project Update and Phase 2 Update - Bruce/Bill
 - i. Calls for issues in rooms that had older equipment were a lot higher than rooms with newer equipment.
 - ii. Working on phase 2 of NGSC project – tells which rooms still need to be updated
 - iii. Different types of work for different buildings, lecture halls
 - iv. 102 rooms are still left to be done. Go into rooms and start getting cables ready.
 - v. E-waste on a roll
- n. Wireless Project/Construction Updates - Gerardo - TABLED

3. **Action Items:**

4. **Informational Items:**

- a. IT Governance Executive Committee Meeting Minutes 8.18.21:
<https://docs.google.com/document/d/1lwqJ1-UgFi05p8qZCF1ItsARZSYNCCz/edit?usp=sharing&ouid=105305519875344242396&rtpof=true&sd=true>

Action Items:

Project Name	Action to be Taken	Person (s) responsible	Due Date	Notes

Rationale/Recommendation(s):