Location: OM 304

Date: 9/14/17

Time: 12:00-1:30

Agenda details:

I. Meeting started at 12:02pm
    Minutes: Aura Lippincott

    Present: Sharon Young, Richard Montague, Mitch Wagener, Rona Gurkewitz
    Rebecca Woodward, Eric Zematis, John DeRosa, Christina DiCarro, Aura Lippincott

II. Reading and approval of minutes

Aura will send minutes from last meeting to Sharon Y for approval at next meeting; After approval John DeRosa will have them posted to WCSU website

III. Reports from ITI Department

   a. One machine and refresh policies. – RW

       Desktop or laptop choice; Mac or PC – cost savings in hardware and support (excepting Computer Science)

   b. Updates on trainings – JD
       Once ancillary phones are migrated all phones will be on the new system
       VM that goes to email inbox is deleted from both mail and phone; to keep it, archive the email to a folder and it will delete off phone but stay in email

       Network equipment upgraded except Higgins which will be done once building is refurbished; 24-7 monitoring so expect improved service levels for network. Equipment, access points, switches, and software is now all at a level that is more in line with the industry standard.

       Plan to put together an end-user survey – student sometimes can't connect the way they expect to connect.
       Investigating gaming network, partnering with housing to figure out what student need.

   c. Website Design Rollout – JD
       5 or 6 common templates available
       WP Engine is hosting the pages (third party)
       Simple to use for updating of pages
       Priority list of departments to move
       Discussion of Wordpress functionality – blogs, comments, etc and what makes sense on the website versus in other places (like OneDrive, Blackboard, Network drives, etc)

Network drives will eventually be replaced by OneDrive
Concern about having to manage permissions to folders

    d.   Banner Modernization and Standardization project – JD
3 year project to move Banner to the cloud (Amazon web services via Ellucian) – January 2018 (seamless to end users)
Upgrade to Banner 9 with new user interface 2018
Modernization - Mobility, Document management and imaging, identity management, Salesforce and target x, Starts in 2018-
Standardization – System office TBD

IV. Unfinished Business

V. New Business
    a.   Committee direction for 2017-18 – SY
Question was posed as to whether there are still tech reps in each department?

Discussion about how to get the information from ITC out to the departments; email info out to the departments?
Purpose of the meetings:
Faculty issues; student issues; IT/media information sharing to faculty
Should this be the place for faculty bring department problems/concerns

Service desk -- Samanage ticketing system – login with WCSU account, and can submit and track tickets; Send another communication to campus about service desk.

    b.   Future meeting times. - SY
Will send a Doodle to find a new time for meetings.

    c. Presentation
This will be a new item for each meeting – demo a technology

- Semanage – RW
Entering tickets; service catalog items; free form incidents; can add comments

- Kaltura Mediaspace demo – RW
Media.wcsu.edu
Public face for marketing and PR
Login for restricted content
About 8000 videos
Blackboard plugin
Channels - Can create own channels
Self-recorded videos
Captioning – 80 percent auto captioning

Lunch – The committee decided that lunch will no longer be provided.
Meeting adjourned at 1:28pm