

IT USERS' ADVISORY COMMITTEE

MINUTES

December 11, 2007

Present:

Peter Alder, Sharyn Bradfield, Clint Bryant, Evertt Byington, Michael Dietz, Jim Dorward, Nicholas Flann, Rob Gillies, Dennis Hinkamp, Brian McCuskey, Conna Meeker, Jodi Morgan, Paul Schreuders, Nathan Smith, Elisa Taylor, Eric Worthen

Guests:

Steve Funk, Doug Garrett, Kevin Grover, Allen Hill, Michael Jeppson, Jonathan Kadis, Daniel Muller

Excused/Absent:

Aaron Andersen, Franklin Bacheller, Lola Jean Bolton, Kirk Bostick, Dean Burne, Mark Damen, Scott Ensign, Alan Hashimoto, David Hole, George Hruby, John Johnson, Justin Julander, Gordon Mahy, Peter McChesney, Mac McKee, Craig Miller, Doug Nakken, Thorana Nelson, John Nicholson, Brian Nummer, Wallace Odd, Scott Randall, Adrie Roberts, Sarah Rule, Joan Scheffke, Josh Schultz, Randy Simmons

WELCOME

Committee Chair Eric Worthen thanked those in attendance for taking time from busy schedules to participate. He also announced that a new member, Alan Hashimoto, has agreed to serve on the committee.

•UPDATE ON BLACKBOARD TRANSACTION SYSTEM (ECommerce)

VP Jeppesen stated there is a need to move immediately on the system. The homegrown system is antiquated and the individual who developed the system is retiring. A committee has identified a commercial program, the Blackboard Transaction System to replace the current system. There is not a contract in place currently. The administration is identifying funding for one-time as well as ongoing before they commit to the contract.

QUESTIONS/DISCUSSION

· Does Blackboard really include eCommerce? Yes it does have eCommerce and would be included in the package. There will be a presentation at Vice Presidents Council on December 12 concerning a funding model to handle the card system and eCommerce. It may be broader to handle other software programs. It is moving forward and it will be moving forward. There is an incentive to have the contract signed on or before the 21st. Once the contract is signed, IT will move immediately with the implementation. It may take six months to a year to materialize.

· The meeting held last week with Blackboard was very informative and all were pleased with the options that were available. It is a hosted solution and they demonstrated a community page that will go through the credit card transaction system.

•UPDATE ON IT POLICIES STATUS

Vice President Jeppesen noted that IT Policies are located in the 550-579 category and there are currently 20 policies. Five policies are currently in process (560, 561, 562, 563, 564). They have been reviewed by the Vice Presidents Council, Faculty Senate and IT User's Advisory Committee. They will be reviewed by the Executive Committee in January.

QUESTIONS/DISCUSSION

· Our policies state best practices and as users we need to be able to locate the best practices. Currently they are difficult to locate. I am hoping that we can get to a place where we can link to best practices. As a user I need to know where that mandate goes.

Policy sets forth the vision and general objective. Procedures and standards are really defined in a separate document. How to adhere to the policy that has been established needs to be defined and to comply is really in the procedures and standards.

As users trying to follow a policy we need to have a link that will direct the users to the actual implementation standards that the policy has committed them to. Where does the definition of best practices come from? As faculty member I want to be able to find them. I have no problem if IT makes those policies, but where do I go to find them? They also need to be understandable to those who are not IT trained. They should not need a translation.

IT Service Desk has professionals answering questions for faculty & staff and students to answer student questions. They are the experts and can assist.

Why was the Service Desk removed from the campus directory? Not sure

UPDATE ON CAMTASIA PURCHASES

Associate Vice President Stacie Gomm reported that to date 253 licenses have been sold at \$45 per license. This was a savings of \$63,500. IT is halfway through installing Camtasia in the classrooms. This is a great example where a faculty member brought this need to the IT User's Advisory Committee. Please feel free to continue.

MEDIATED CLASSROOM COMMITTEE

Associate Vice President Stacie Gomm informed the committee that in the past the administration has allocated \$150,000 for mediated classrooms. The first year the allocation was used to update equipment. The second year the dollars were used to mediate sixteen classrooms. Stacie asked for volunteers to serve on a committee that would help decide how these dollars should be used in the future. She noted that it would be ideal too have two faculty representatives from each college. Nathan Smith volunteered to serve on this committee. He has participated in the past.

OUTAGE – DECEMBER 15 TO UPGRADE THE EXCHANGE SERVER

Allen Hill explained that on December 15 the first upgrade will take place. IT has been working on this development since late spring and is excited about getting things fixed that need to be improved. The hope is that the upgrade will take care a lot of bugs. It will not take care of all of the bugs but should show a big improvement. They are anticipating the upgrade to take approximately four hours but hope that it won't take that long. Email will be delayed for a few hours during the upgrade but nothing will be lost.

Will the cc cluster and alias accounts be switched over? The cc cluster will be around for some time. Aliases – one of the main features is to drop mail. Cc cluster will be around for some time. The mail service will be moved as soon as possible. There will not be a hard cutoff for cc as people are not ready. It is going to depend on how quickly others can get their mail migrated. Migration from cc will be sent to a new area. Twenty years of email can be transferred to a new account or backed up. This will be a user preference.

FREQUENCY OF COMMITTEE MEETING

Eric Worthen asked if the committee felt that meeting once a month was too frequent since committee attendance is down. No suggestions – meet next month. (January 8)

A suggestion was made that perhaps the committee could meet at alternating times each month. One month hold it on a Tuesday or Wednesday and then the following month on a Monday, Wednesday or Friday. This would perhaps accommodate faculty better. It was noted that alternate times month/month might signal that it is okay to come every other month and attendance would still be down. Eric asked the committee to send him their feelings and suggestions.

Next Meeting: January 8, 3:00 p.m., Merrill-Cazier Library 154

Other Items

Opportunity for share drives?

Daniel – store files that can be shared. Providing a allocation of disk space based on codes on HR and look to way to distribute and size –

Storage to department 40-Banner – 160 g to that department – then up the sys admin for the department

Divvy up and distribute asw they see the need. Providing the mechanism and allocation. Need more space can purchase more.

Call Service Desk to get

College of Natural Resources (?)

? – Can accounts be given to others outside the university?

No – have the facility to do it. We will find a way to make it happen

Another service – file transfer service

Demo - (get web site address from Stacie)

Don Weeks or Wes James

Email limit is 20 mg –

DP (departmental code)

Big File transfer

BFT (get address from Stacie)

7 days will remain active

? – Concern – Vulnerable machines – possible to be advised directly rather than through the sys admin

Database list so that the boxes are not taken off the system immediately

Allen – If you have a box – with no option to be fixed – need to hide from the outside world.

Notification – try to reach people who are registered

Mac is difficult

New system which will have

The way data is

Only two doing the security check – tremendous job to monitor

Can get hardware firewall for approx \$39 to help with the vulnerability

IT taking a proactive – better than in the past- should be able to

Notification list – contact Lists.usu.edu – Network managers list –subscribe – if problems call Service Desk

Stacie – IT can provide a list

IT recommend hardware that can be supported and secured.

Get a standard and post it.

Work with IT Security Team (Bob Bayn)

Adjourned 4:01

Eric – contact on anything