



## Meeting Information

<b>Meeting Title:</b> IT Committee	<b>Date:</b> December 12, 2018
<b>Location:</b> ITS – Silver Conference Room	<b>Time:</b> 10:00 AM – 11:30 AM
<b>Dial In #:</b>	<b>HC:</b> n/a
<b>Meeting Called By:</b> Faust Gorham	<b>PC:</b> n/a
	<b>Purpose:</b>

## Attendees

Checkmark or “X” indicates the attendee is present

Attendee	Representing	✓
Charlene Hu	Faculty Teaching & Learning	✓
Imeh Ebong	GRASP	
Vikash Lakhani	Enrollment Management	✓
James Dneek	Student Affairs	✓
Lisa Zuzarte	Academic Operations	✓
Chris Diniz (non-voting)	ITS – Director of Infrastructure	
Kellie Garcia	Human Resources	✓
Kris Krishnan	IRPA	
Jeremy Warner	Communications	✓
Faust Gorham	ITS- AVP/CIO	✓
Queen King	University Controller	

Attendee	Representing	✓
ASI President	ASI	✓
Steve Garcia	Computer & Electrical Engineering	✓
Ying Zhong	Library	✓
Yong Choi	Management & Marketing	
Joshua Miller	Physical Education & Kinesiology	
Brian Chen (non-voting)	ITS – Director of EApps	✓
Kamye Salyards (non-voting)	ITS- Administrative Support	✓

## Agenda

#	Agenda Topic	Submitted/Led By	Time Allotted
1.0	Welcome & Call to Order	F. Gorham	
2.0	Approve Minutes from October 3, 2018 Meeting	F. Gorham	
3.0	Approval of Agenda	F. Gorham	
4.0	Old Business <ul style="list-style-type: none"> <li>• Lynda.com for BPA students</li> <li>• Update on Information Security staffing</li> <li>• Update on cache issue</li> <li>• Canvas Update</li> <li>• Review Charge               <ul style="list-style-type: none"> <li>• Create a best in class IT operating environment</li> <li>• Support for academic and administrative technology needs and forward-thinking opportunities</li> <li>• Provide the IT roadmap and re-prioritize to support University Strategic Plan</li> <li>• Manage customer service expectation and communication</li> <li>• Champion IT:</li> </ul> </li> </ul>	F. Gorham F. Gorham P. Igoa M. Gogulapati F. Gorham	

	<ul style="list-style-type: none"> <li>- Services, infrastructure, and equipment</li> <li>- Staffing and Professional Development</li> <li>- Support and training opportunities to university-wide end users</li> </ul> <ul style="list-style-type: none"> <li>• Campus Web Governance</li> <li>• Campus Fax Service</li> </ul>	F. Gorham F. Gorham	
5.0	<b>New Business</b> <ul style="list-style-type: none"> <li>• Changing the Roadmap schedule</li> <li>• ITS Roadmap updates – new items</li> <li>• IT Roadmap 2019-2020 - priorities</li> </ul>	F. Gorham Committee Committee	
6.0	Adjourn		

### Meeting Minutes from December 12, 2018

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CALIFORNIA STATE UNIVERSITY, BAKERSFIELD  
INFORMATION TECHNOLOGY COMMITTEE MEETING  
Wednesday, December 12, 2018  
10:00 AM  
ITS – Silver Conference Room

**PRESENT:**

Faust Gorham, AVP/CIO, Information Technology Services  
Ashley Schmidt, ASI  
Brian Chen, ITS Enterprise Applications  
Charlene Hu, Faculty Teaching & Learning  
Anthony Bolanos, Faculty Teaching & Learning  
Steve Garcia, Computer & Electrical Engineering  
Jeremy Warner, Communications  
Lisa Zuzarte, Academic Operations & Support  
Vikash Lakhani, Enrollment Management  
James Drnek, Student Affairs  
Ying Zhong, Library  
Kellie Garcia, Human Resources  
Di Wu, Management & Marketing  
Kamye Salyards, Administrative Support, ITS

**ABSENT:**

Chris Diniz, ITS Infrastructure Services  
Imeh Ebong, GRASP  
Kris Krishnan, IRPA  
Queen King, University Controller  
Joshua Miller, Physical Education & Kinesiology

**1. Call to Order**

Meeting was called to order by F. Gorham at 10:04 AM.

**2. Approval of Minutes from October 3, 2018 Meeting**

F. Gorham gave a summary of the October 3, 2018 minutes.

**Motion/Second/Approved:** J. Drnek moved to approve the October 3, 2018 meeting minutes and Y. Zhong seconded the motion. Minutes were approved.

**3. Approval of Agenda**

The following was recommended and added to the agenda under New Business:

Campus Printing Services – Departmental vs. individual and managed vs. non-managed individual.

**Motion/Second/Approved:** J. Drnek moved to approve the agenda and C. Hu seconded the motion. The agenda with additions was approved.

**4. Old Business**

- Lynda.com – Proposed price of 60K annually was proposed at last meeting. Skillssoft of for staff, faculty and student workers, not students. The question remains of whether it is worth it, and can we afford it. D. Wu explained that BPA is putting program together and asking NSME if they have interest to integrate materials from Lynda.com into their class courses. They want to address issues and show the results. If this is a pilot opportunity, do we have enough who want to use it? Maybe we should start with one course at 50 students; BPA can come up with a number and ask others who may be interested. A suggestion was made to approach as a pilot program depending on the courses to consider and the interest.

**Action Item #1:**

**D. Wu/Y. Choi: Determine how many courses we will have to start incorporating with Lynda.com.**

**R. Nelson: Obtain a quote to determine the cost for the courses based on student enrollment in the courses provided by BPA.**

- Update on Information Security staffing – Security group outline was presented by F. Gorham. He provided a basic outline with a timeline for the staff needed over the next 3 years with 40K designated to student assistant salaries which is a great way to retain staff at the campus. He also confirmed that we still need to hire the Chief Information Security Officer since we now have the vacancy of Sue Rivera, who was the security liaison and transferred to CSU Sacramento and was working to train towards filling that role.
- Update on cache issue – P. Igoa relayed the finding that the issue encompasses many things but mostly with unsecure content. It is more of an issue of unsecure protocol, so we are addressing that issue. Some have not enforced the switch to force a secure connection. Frank Aguirre in the Library is trying to transfer everything to a new secret server, which will address most issues. To address the cache issue, the Library has posted a notice on

the website stating that if users are struggling to access library resources, to try clearing the cache. Devices may also play a part, but we cannot control what takes place off campus.

Cascade update was also provided by P. Igoa. We have added new updates to the interface, trainings have been conducted and vulnerabilities are being addressed. To clarify, the WCMS has been updated, but we are still using the old template. We have also responded to feedback saying that the search engine is not functioning as needed. The web team has set up a Google search engine and is expected to be implemented in January or February 2019.

- Review Charge – F. Gorham proposed some changes to bring on a few more valuable members to the IT Committee. Some areas discussed:

ALT – Liaison – V. Lakhani will propose a rep from this group

Advisor Lead – Jennifer McCune

Senate – inquiries have been made in the past with no response but can ask again. The concern here is attendance to the meetings. F. Gorham provides regular updates at the Academic Senate Meetings.

Systems Lead – Tommy Holiwell - Enrollment Management. It was agreed that we cannot have too much representation from Enrollment Management to ensure student success.

- Campus Web Governance – The first meeting will be held in January 2019. The first goal is to obtain approval for the new www. Then the committee will continue meeting to discuss individual sites. List of committee members was provided by F. Gorham as requested.
- Campus Fax Service – The consensus was that we should use a web-based service if this is a needed service. Many areas are moving to a multi-functional device that can copy, print, scan and fax. A. Schmidt, ASI President stated that many students do use the service in the Student Union and there are many things that they need to do that still require original document faxes rather than scanned documents. Admissions and Records also use their fax machine daily. It was decided that this could be a service provided on a departmental requested basis.

## 5. New Business

- Changing Roadmap schedule – ITAC will now approve the roadmap in March, so ITC meetings going forward will begin with a Summer meeting and follow with the last of the four meetings being in the first week in March.
- ITS Roadmap – New Items – V. Lakhani initiated a discussion that began with the knowledge that so many use GradesFirst, which allows you to communicate with everyone on campus, but does not integrate with Outlook. When used in conjunction with

Outlook, students would be able to use GradesFirst to set appointments with advisors and the appointment would be booked on the calendar.

**Action Item #2: B.Chen will discuss with Enterprise Applications team to determine what it will take to integrate Outlook in to GradesFirst.**

J. Warner brought asked about using Sharestream as a video platform. Media clips can be posted, film classes can post entire films. It would be helpful to A & H to have these online and available for viewing anytime. Our current option is Wowza, which is what the ITV team is using for streaming to Antelope Valley.

**Action Item #3: R. Nelson - Work with Instructional team to determine the cost for Sharestream to be used instead of Wowza, the current video platform.**

- Print Services – ITS has gone from 5 printers to one departmental printer. This reduces the need to maintain and purchase supplies for individual printers. Currently, when a department has a printer issue, they call the Helpdesk, then a technology consultant may need to contact HP and troubleshoot the problem. With the campus print service, American Business Machines would be the service management contact for all printers with campus print services.

A concern regarding Computer Science not working under the campus network can be addressed as they have individual printers that do not necessarily belong to one individual. All printers will print via proxy card. Lab A currently has 6 non-managed printers. The 1<sup>st</sup> and 2<sup>nd</sup> floors of the library have multi-functional printers. The plan to implement the change is being worked on with Procurement along with Nancy O’Kane; reviewing contract to determine the cost then looking at individual departments that can start moving to departmental printers.

**Action Item #4: R. Nelson/N. O’Kane: Develop exceptions to new campus print services vs. departmental/non-managed printers as it pertains to Computer Science.**

- 2019-2020 Priorities – F. Gorham summarized the current priority list and gave the following updates:

Maxient – Purchased

Staffing – Engineer – In process

Applicant Tracking System – In process

Identity Management

VoIP – Need to work to convert from PBX. AV campus phones keep going down.

Lynda.com – Not funded

Chief Information Security Officer – Need to initiate recruitment

Interim Manager Support Services – Currently filled

At the next ITC meeting, we will discuss more in depth the prioritization of the 2019 – 2020 roadmap items.

Meeting was adjourned at 11:31 AM.

