



Meeting Information

Meeting Title: IT Committee	Date: March 16, 2018
Location: ITV – Studio A	Time: 10:30 AM
Dial In #:	HC: n/a
Meeting Called By: Faust Gorham	PC: n/a
	Purpose:

Attendees

Checkmark or “X” indicates the attendee is present

Attendee	Representing	✓
Charlene Hu	Faculty Teaching & Learning	✓
Imeh Ebong	GRASP	✓
Jacqueline Mimms	Enrollment Management	✓
James Drnek	Student Affairs	
John Dirkse	Academic Operations	
Chris Diniz (non-voting)	ITS – Director of Infrastructure	✓
Kellie Garcia	Human Resources	
Kris Krishnan	IRPA	
Mary Slaughter	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	
Sue Rivera	ITS – Security Liaison	✓
Brian Chen (non-voting)	ITS – Director of EApps	✓
Kamye Salyards (non-voting)	ITS- Administrative Support	✓

Agenda

#	Agenda Topic	Led By	Time Allotted
1.0	Welcome & Call to Order	F. Gorham	
2.0	Approve Minutes from December 01, 2017 Meeting	F. Gorham	
3.0	Announcements & Information	F. Gorham	
4.0	Approval of Agenda	F. Gorham	
5.0	Current Roadmap	F. Gorham	
6.0	Old Business <ul style="list-style-type: none"> VeraLab/Mobile App Update 	B. Chen	
7.0	New Business <ul style="list-style-type: none"> Canvas LMS pilot BlackBoard automatic course creation E-Learning Recording Space TechSmith Relay 5-year staff replacement model Update on VOIP Response to VOIP Issue brought up by J. Drnek Anti-virus and Encryption for endpoints – next steps 	C. Hu C. Hu C. Hu C. Hu F. Gorham C. Diniz C. Diniz S. Rivera	

	<p>New Business Continued</p> <ul style="list-style-type: none"> • Cloud Lock Governance • Identity Management Governance • Mobile Application Governance <p>Pilot program – CA Dept. of Parks & Recreation – CSUB Virtual Tours</p>	<p>S. Rivera C. Diniz B. Chen J. Drnek</p>	
--	---	--	--

Meeting Minutes from March 16, 2018

CALIFORNIA STATE UNIVERSITY, BAKERSFIELD
INFORMATION TECHNOLOGY COMMITTEE MEETING
Friday, March 16, 2018
10:30 AM
ITV Studios – Studio A

PRESENT:

Faust Gorham, AVP/CIO, Information Technology Services
Queen King, University Controller
Manuel Moreno, Admin Support – Financial Services
Chris Diniz, ITS Infrastructure Services
Brian Chen, ITS Enterprise Applications
Charlene Hu, Faculty Teaching & Learning
Anthony Bolanos, Faculty Teaching & Learning
Steve Garcia, Computer & Electrical Engineering
Mary Slaughter, Communications
Justin McKinley, ASI Vice-President of Finance
Ying Zhong, Library
Imeh Ebong, GRASP
Sue Rivera, ITS Security
Jacqueline Mimms, Enrollment Management
Kamye Salyards, Administrative Support, ITS

ABSENT:

James Drnek, Student Affairs
John Dirkse, Academic Operations & Support
Kris Krishnan, IRPA
Kellie Garcia, Human Resources
Yong Choi, Management & Marketing
Joshua Miller, Physical Education & Kinesiology

1. Call to Order

Meeting called to order by F. Gorham at 10:33 AM.

2. Approval of Minutes from December 1, 2017 Meeting

F. Gorham gave a summary of the December 1, 2017 minutes and asked for questions.

Motion/Second/Approved: E. Ebong moved to approve the December 1, 2017 meeting minutes and C. Hu seconded. Minutes were approved.

3. Announcements and Information

F. Gorham announced that there is a campus proposal in process to Amazon for tracking student engagement. This will be an early warning system using technology to find a pattern by which students are disengaging. The grant has been received from the CSU system allowing us to move forward.

4. Approval Agenda

The full agenda was unanimously approved.

5. Current Roadmap

F. Gorham stated that due to the earlier deadline to hold the ITAC Annual Meeting, the last Quarterly ITC meeting is being accelerated to the last week of April.

F. Gorham presented the new items that have been discussed to add to the current roadmap, then asked if anyone has additional items to be considered. C. Hu submitted the Canvas pilot to be added and TechSmith Relay, which is a video solution for instructors estimated to cost 35K annually. Q. King asked for Campus & Event Registration System to be added. Research needs to be conducted with other CSU's to determine which solutions are being used and the cost.

F. Gorham asked for the group to give feedback on the new items; which ones should be moved to the priority list and in what order.

Lynda.com: F. Gorham stated that some CSU's have it and most USC's have it. ITS has not seen a good return on investment. Discussion continued regarding whether the 50K investment should be made. F. Gorham stated that having the faculty work it into their curriculum would be the driving force to ensure that it gets used. M. Slaughter volunteered to gather a group of faculty members to better educate them on the benefits of Lynda.com.

Action Item #1:

M. Slaughter will pilot the testing of the solution with 1-2 faculty members from each school. F. Gorham stated that we will pay for 4-8 licenses to perform the trial to see if demand can be built up. K. Salyards will obtain licenses upon receiving faculty member names. Complete by April 18, 2018.

Network/Security Engineer: F. Gorham stated that a higher priority should be placed on this position rather than the Contract Specialist. It was agreed that this should be placed between 7 and 8 in the priority order. See Appendix A - [ITC Roadmap 18-19](#)

Event Registration System: Added by Q. King. It was determined that more information is needed before adding to the priority list.

Adobe Creative Suite: The decision was made to continue with the software in the Media Lab, but wait on adding the student licenses to the priority list

6. Old Business

B. Chen covered the question raised at the last ITC meeting regarding whether the mobile app and whether VeraLab can function within the app. VeraLab functions as a tool to let students

know which labs have available computers. This tool can work with the mobile app. The steering committee will work on this integration.

7. New Business

Canvas LMS Pilot: All agreed that this should be added. F. Gorham stated that the cost is not known at this time but estimated at 5K. Most CA campuses are using Canvas instead of BlackBoard. The goal is to explore and see if it is a better option. The survey did not provide sufficient feedback.

BlackBoard automatic course creation: Not discussed at this time.

E-Learning Recording Space: Current space is too small, and the video quality is not meeting the needs. Need better equipment and a larger space.

TechSmith Relay: It was discussed that the current video solution contract expires soon - 12/2018. A. Bolanos explained that it is a solution that can be used for staff and students as well as faculty. In order to upload content to YouTube, Camtasia or similar solution would be required. The question was raised as to whether this should take priority as the contract ends soon. It was decided that more information is needed before placing on priority list.

Action Item #2:

A. Bolanos to staff a group to preset details on how TechSmith Relay integrates with Camtasia and what is required for full functionality. This group will have details ready to present at the April ITC Meeting. (April 27, 2018)

5-Year Staff Replacement Model: F. Gorham stated that there is currently no model. He shared the cost for a 5-year cycle for all departments. The policy regarding support would be that ITS would provide software and hardware support for machines 5 years or younger. ITS would provide software support for one additional year up to 6 years with some limitations – Security and performance. The funding would come from each area with the recommendation being 80% desktop for staff and 80% laptop for MPP's.

Some concerns regarding this policy were raised by S. Garcia since they do have some higher end machines that stay in Computer Science longer than the suggested time.

Action Item #3:

F. Gorham and R. Nelson will discuss exceptions for some of the higher end computers. The current model of changing Lab Computing areas from 4 years to 5 years will also be added to the evaluation.

Response to VOIP issue brought up by Dr. Drnek/Update on VOIP: C. Diniz gave a summary of the current problems with VOIP which prevents users from being able to transfer their phones to cell phone numbers. This is an issue with the old system. There are changes being made in the old system vs. the new cloud VOIP system; the issue is being resolved.

A new service used by CSU Fullerton is being evaluated and we are figuring out how to reduce overall cost for the campus.

Anti-virus and Encryption for endpoints – next steps: S. Rivera gave an overview of how McAfee has become ineffective for the campus and the other solutions that are being considered. See Appendix B - [ITC AV and Encryption](#)

S. Garcia stated that CS has used Windows Defender for a while. For those that have the McAfee encryption tool, their computers will need to be re-imaged. Q. King stated that for Financial Services, no later than end of May (due to year end) would be best for making the change. Enrollment Management would need to be complete by mid-June.

Cloudlock Governance: S. Rivera explained that since policies are not in place to define what exactly can be shared, we need to develop a Data Governance Committee that would include data owners from each area. **S. Rivera will make a call out to the following in the next 2 weeks: Q. King, I. Ebong, J. Mimms.**

See Appendix C - [ITC Cloudlock](#)

Identity Management Governance: C. Diniz explained that the custom identity management was created by someone who is no longer employed with CSUB. He will put a group together to determine what is needed for supporting identity management software.

Mobile App Governance: B. Chen shared that the most used applications are myCSUB, Message Center, Events and Campus Map. He summarized the intent of the mobile app steering committee and the desire to prioritize the functionality of the app.

See Appendix D - [Mobile App Steering Committee](#)

J. Mimms recommended asking some of the school deans to serve; F. Gorham suggested an Academic Senate member to serve on the committee. Y. Zhong from Library volunteered her services.

Action Item #4: B. Chen will finalize the Mobile App Steering Committee within 2-3 weeks. Complete by April 11, 2018.

Pilot Program – CA Dept. of Parks & Recreation – CSUB Virtual Tours: This was not discussed due to Dr. Drnek's unexpected absence from the meeting.

Meeting was adjourned at 11:59 PM.