

Information Technology Council

Humboldt State University

Meeting Notes for: October 12, 2000 from 10:00 A.M. to 12:00 P.M.
 SBS 405

Members Present: Riley Quarles, Toby Walker, Megan McKenzie, Pat Collins, Joan Van
 Duzer, Mark Hendricks, Rick Garcia, Mike Bradley, Jeremy Shellhase,
 Katherine Granfield, John Filce, Gary Noar (as proxy for Dale Sanford)

Others Present: Bill Cannon (SCIT), Sandy Camozzi (Remedy Presentation), Cassandra
 Tex (Accessibility Presentation), Molly Simpson (Recorder)

1. **Approval of the Minutes - 9/21/00:** Minutes approved as amended.
2. **Report Items:**

Working Group on Network Issues: Garcia reported that the group has compiled a partial list for discussion, however the group needs to meet again to complete the list. Van Duzer commented on "techies" listserve noting that it was an open listserve available to anyone to join. Van Duzer is the owner of the listserve and interested parties can contact her for more information. Walker recommended that Drew Meyer be part of the Working Group on Network Issues. The Council agreed that Drew Meyer would work with the group..

Desktop Support Issues: Shellhase noted that the working group had met and come up with a list of eight questions for review. Van Duzer commented on #7 and discussion ensued regarding standardization. Collins suggested that this working group look at how each college does things in their respective areas. Cannon said he would send the current CSU Standards that would give the group a working base for addressing items #6 and #7. Collins questioned what HSU's requirements would be concerning question #1 (metrics). Cannon noted that the CSU was currently addressing this question and would get back to the council regarding this issue. Collins asked what funding question #4 was referring to. Cannon noted that a Long Term Funding Strategy draft outlined by ITAC (CSU IT Advisory Committee). Cannon also told the Council that this year \$20 thousand dollars had been assigned to Academic Affairs. Where these funds will go will be determined by the V.P. of Academic Affairs. He also said he would report to the Council pertinent information from the CSU meetings that he attends. The Council briefly discussed portals, advertising, and standardization issues. Van Duzer asked Cannon what portion of the allotted \$124 thousand dollars would go toward technical; Cannon replied that those monies were also under the control of the V.P. of Academic Affairs with the recommendation that portions be spent on CSIT, Intellectual Properties, Faculty

Development, and Travel. Cannon advised Council members that the working groups established, may become somewhat permanent. Collins and Van Duzer brought up issues of illegal and/or personal software and Napster on workstations within their colleges. Garcia noted that Networking does have tracking and monitoring methods to find machines using Napster. Garcia said there were ways in which Networking could change bandwidth to control use during business hours. Granfield suggested new working group to work on a policy regarding unlicensed software. The working group will be comprised of Cannon, Jackson, Garcia, and Van Duzer. Discussion ensued in regards to this working group and more discussion regarding Napster. Hendricks and Van Duzer inquired what volume of calls go to the Help Desk and if they tracked calls by department or by college. Camozzi told the Council that they do track the number of calls by the type of question and that by tracking too much information it would adversely affect the numbers of people in which the Help Desk is currently able to assist.

3. **Discussion/Action Items:**

Report from Sandy Camozzi on Remedy: Camozzi reported that a Remedy Site License Project group had been established with Dan Olsen as the project leader. The group has not yet met, and there is no meeting scheduled at this time. Walker commented on the value and importance of the product. Collins asked if Remedy allowed for web-based problem reporting. Camozzi responded that Remedy does have a very costly separate module that has not received good reviews and it seems that customers prefer to call then use this feature. Also it was noted that current database information could be imported to Remedy.

Report from Bill Cannon on Chancellor's Office Operations & Support Services Initiative: Cannon reported that the Chancellor's Office is working on collecting baseline information on services that need improvement, noting that they would be looking at results from the a survey done last summer through San Marcos involving responses from staff, faculty this Fall, and students next Spring.

Cannon told the Council that while there was no agreement yet, it looks like it will be a Remedy solution. It makes sense for the entire CSU to share a knowledge database, particularly because we all will be using People Soft.

4. **New Business**

Accessibility Software Funding in the Student Labs: Walker introduced Tex who reviewed with the Council the need for "total access" for disabled students. She reviewed what we currently have and made recommendations for improvements. Walker noted that in addition to a basic need this would benefit recruitment efforts as well. Cannon complimented Tex on her report and suggested forming a group to come up with cost figures and look at how to enhance what we currently have, possible "key stations," and

impact/support before submitting to SCIT. Discussion ensued regarding CSU requirement and HSU history regarding the issue of accessibility on campus.

Cannon told the Council that Brite Voice wants more money for Y2K Compliance this year. The VP's are aware of problem and this will be a topic at the next SCIT meeting. Options are Self Maintenance, more money going out to Brite Voice, or a new box. TouchNet works with both Banner and PeopleSoft and has a web interface as well as a text to voice conversion. This could be of long term benefit if we support registration by phone. A CMS Committee is looking at Jaws/Peoplesoft, but touch tone may be part of the solution. Plant Operations will host a demonstration of a voice recognition system for bringing services to the disabled. Cannon said he would let the Committee know when they come to the campus. The Council agreed to form a working group to discuss Disabled Access. The members assigned to this group were Walker (Chair), Takao, and Tex. The Council decided to table the issue and discuss it again at the next meeting.

5. Announcements:

CATS 2001 Planning: Van Duzer announce that CATS 2001 will be held in Long Beach during Spring Break. Attendees will include four people from each campus and that this is an opportunity for the Council to submit any specifics they would like to hear about at CATS. Council decided to discuss this further at the next ITC meeting. Granfield asked Cannon for a list of ITC Listserve membership and Cannon agreed to provide it.

Adjournment: 12:04PM