

Information Technology Council

Humboldt State University

Meeting Notes for: November 9, 2000 from 10:00 A.M. to 12:00 P.M.
SBS 405

Members Present: Riley Quarles, Toby Walker, Pat Collins, Joan Van Duzer, Mark Hendricks, Rick Garcia, Mike Bradley, Jeremy Shellhase, Katherine Granfield, John Filce, Dale Sanford

Others Present: Bill Cannon, Cassandra Tex, Lisa Jackson, Dave Simpson, Molly Simpson (Recorder)

1. **Approval of the Minutes - 10/12/00:** Minutes approved as amended.
2. **Report Items:**

Working Group on Network Issues: Garcia reported that the group still needed to meet. He also brought up the issue of security on printers (handout). Garcia concluded by announcing that a informational meeting on DHCP would take place on December 12, 2000.

Working Group on Desktop Support Issues: Granfield asked for clarification from the Council on what this group should be working on. Discussion ensued regarding what the Council was looking for in regards to system status description/Inventory. Cannon suggested that the Council consider an internal survey to measure amount of support, ratio of users, biggest problem areas, and skill sets from each area in order to share resources and establish professional development needs. Discussion again ensued, and the Council decided the group would meet again after meeting with Sandy Camozzi regarding Help Desk data.

Working Group on Adaptive Technology: Walker noted that the group met and were looking at long term and short term goals for voice response/recognition. He noted that the group had met with Laurie Takao and are now working on setting up a prototype Voice Recognition System. Walker also noted that Takao had ideas for increasing administrative support. She suggested working on the report with various groups on campus and meeting with Ralph McFarland and others. Additionally, Walker told the Council they were working on Web Registration improvements with OEM. Tex stated she had been successful in reaching a vendor who was willing to give us a good deal on products. Walker concluded by noting the need for a fourth member to the group. Bradley was recommended and volunteered to join the group. Discussion ensued regarding the Dragon presentation.

Cannon told the Council that CMS has formed a specific group for Adaptive Technology, however the group was just getting started. He also noted that at the last SCIT meeting RBI issues were discussed and the decision was made to drop support service with BriteVoice.

Working Group on Unlicensed Software Policy: Van Duzer told the Council that their group had met and discussed two separate issues. Licensed Software & Downloadable Software. Van Duzer pointed out that Issues with Downloading included security problems, viruses, and back door security risks. Lisa Jackson noted that areas of the current AUP do cover these issues in a broad manner. Discussion ensued regarding procedures and how ITC's currently handle situations involving unlicensed software. Walker mentioned TweekUI, a free product that is a useful tool in tracking system problems. Discussion ensued as to CSU and specific areas supported software and policies regarding unlicensed software. Cannon noted a need for more specific step by step instruction defining ITC responsibilities to be included in the next revision of the AUP. The Council agreed that there is a need to make the guide lines explicit with step by step instructions.

3. Discussion/Action Items:

Cannon updated the ITC on his CSU meetings. First, Cannon informed the Council that there is a committee called Long Term Funding Positioning IT Committee, which works toward locking down a priority view of funding for Information Technology.

Secondly, Cannon noted that the CSU was working on building a barter exchange for training hours under the Oracle contract in order to protect the expirations dates for training and consultation. He told the Council that a system-wide barter exchange would allow for all campuses to benefit from these services at the appropriate time.

Next, Cannon announced that the CMS Project for Wave II schools kicked off on November 2nd. No Project Director has been hired yet. Cannon told the Council that a meeting was scheduled for the 17th of November to give an overview to Wave II schools, and that several people from HSU would be attending.

In regards to the Integrated Technology Infrastructure Initiative, Cannon informed the Council that we had received three bids for the electronics and system integration. These bids were from Pacific Bell, IBM, and Verison. He also noted that we are currently a bit ahead of schedule in terms of evaluations and recommendations should be made on November 14th as scheduled. By January we should have a good view of the hardware and extent of services. Discussion ensued regarding cost and funding for this project.

The Data Center for the Wave I schools for Human Resource and Finance have been outsourced to IBM and the location of the Computer Center will be in New York. They will be installing a DS3 from Los Angeles to Rochester, NY and a DS3 from Hayward or

Fresno to the second NY site and a DS3 between them. Cannon discussed cost issues and possible future plans.

While the CSU has not yet confirmed whether or not Remedy will be our standard for HelpDesk/Trouble Ticket System. It has been confirmed that Remedy will be installed for the Help Desk for CMS. He also noted that six institutions within the CSU are already using Remedy. Confirmation of Remedy system wide should be confirmed sometime between January and March of 2001.

Cannon also noted that a small group has been formed to look at system wide frame work for campus portals (not CSU) in order to have a consistent method of linking systems to CMS. Five or six campuses are involved in this group which is being led by Monterey Bay.

The Council had a brief discussion regarding wireless service opinions throughout the CSU

4. New Business

Cannon announced that a draft of the Tech Plan 2001 would be distributed at the SCIT meeting on 11/10/00. If approved it will become the base document that we will use for constituent meeting.

5. Announcements:

Van Duzer asked if any Council members had any informational handouts or how-to-guides they could forward to her. Walker said he would forward her documents he had for Banner and Eudora.

Adjournment: (Sanford/Bradley)11:30 A.M.