

## **Information Technology Council**

### **Humboldt State University**

Meeting Notes for: June 14, 2001 from 10:00 A.M. to 12:00 P.M.  
SBS 405

Members Present: Riley Quarles, Mike Bradley, Rick Garcia, Pat Collins, Katherine Granfield, Megan McKenzie

Others Present: Rocky Waters (as proxy for Joan Van Duzer and Mark Hendricks), Gary Noar (as proxy for Dale Sanford), Bill Cannon (ITS), Molly Simpson (Recorder), Laurie Takao (AC),

1. **Approval of the Minutes** - May 10, 2001 minutes were approved as distributed (Collins/Garcia).

2. **Report Items:**

**Working Group on Network Issues:** Garcia told the Council that this group had met and developed a mission statement; however, they had nothing to report at this time.

Cannon noted that the TII website would be up in the next couple of weeks. The website will cover TII issues, service offerings, connectivity, standards, and room assignments. Cannon asked that this group look at this site and advise on any needed clarification or corrections.

**Working Group on Desktop Support Issues:** Granfield announced that the group had received all of the surveys and compiled the results. She summarized the group's findings and stated that she would send out a formal report later. Granfield noted an overlap issue having to do with the role of the Help Desk. Granfield stated that the Help Desk's stated mission is first level support for everyone on campus: students, staff, and faculty. She noted that additionally two-thirds of the reporting areas also handle initial screening internally (typically for their staff either by design or staff preference). Discussion ensued regarding the current Help Desk role and what the campus would like to be doing with the Help Desk in the future. Other survey findings were also discussed.

**Working Group on Assistive Technologies:** Bradley noted that this group had not met since the last ITC meeting; therefore, they had nothing to report. Takao noted that she and Walker had discussed software purchases and wanted to get software installed into the labs before Fall semester. Takao told the Council that she would have more information at the next meeting.

**Working Group on Web Access:** Cannon stated that this group had been unable to meet due to scheduling conflicts; however, a meeting did take place with Sean Kerns, Ralph McFarland, Riley Quarles, and Andrew Jones. Jones is currently working on a draft policy. Cannon noted that rules will apply to university web pages. The working group would be addressing issues and making recommendations on how to retrofit web pages and the costs that this would involve. Quarles noted that the existing web policy was not an official one. He also noted that Jones thought there should be a division between guidelines and policy and that lack of definition in the past had caused discord and frustration. Cannon discussed the history of the current policy and told the Council that Kerns and Christensen will need to meet and discuss issues of this policy. Collins announced that they had hired a new ITC for CNRS who would be working on web development. Collins stated that he would like Ryan Grace (new ITC) to be involved with this group. Quarles stated that he would add Grace to the IT Listserve. McKenzie announced that CAHSS had hired a student (Bruce Tiffie) to work half time temporary on web page development, noting there was not a need to add him to the IT Listserve.

**Working Group on Shared Software:** No report from this group. Cannon stated that virus software licensing should be a priority due to our current license expiring in May 2002. He also noted that Meeting Maker funds had been institutionalized into the ITS budget. Bradley announced that there would be a Java client available with the upgrade to Meeting Maker 7. The Java client will allow users to view their schedules via the web. The server upgrade to Meeting Maker 7 should automatically upgrade all current Meeting Maker clients. Discussion ensued as to the details of Meeting Maker 7 abilities, access, and licensing. Cannon asked Waters to relay to Hendricks and the group the urgency regarding the need to get the report on shared software completed.

### **3. Discussion/Action Items/Announcements:**

**New Working Group** - Quarles discussed the possibility of a new working group to address staff training issues. Quarles noted that Van Duzer had pointed out that many professionals are required to have a certain number of hours in specific training in order to keep their licenses current. In the same way, ITCs also need to stay current with training. Cannon noted that ITS does have a training budget. He also stated that in the past we have brought instructors to the campus to train five or more technicians in a new technology and have sold additional seats to other department staff on campus making training more cost effective. He also noted that training required for a specific project could be charged to the project budget. He noted that some training funds could be available through Human Resources. If IT staff compiled an organized list of desired training, it would increase chances of getting funding for training. Waters made a motion to form a working group to establish IT tech support staff training. Collins seconded the motion and the motion was passed. Waters volunteered himself and Van Duzer for this group. Quarles, Granfield, and Collins volunteered themselves.

**Summer Meetings** - Quarles asked the Council if they wanted to continue meeting through the summer or resume meetings in the Fall. After a brief discussion the Council decided not to meet in July; however, they would resume meeting in August. Working groups would continue meeting as usual.

**Report from CATS** - Quarles noted that he had sent the formal summary report to ITC Members and briefly discussed the document format. He noted that if anyone did not get the report and wanted a copy they should notify him. Quarles also noted that if anyone saw a particular item of interest in the report, to contact the appropriate CATS attendee for further details.

**CSU** - Cannon noted that there was currently a big push to get all campuses to sign up with the Gartner Group. The cost for our campus would be \$12,000.00 annually. He stated that he and Sharmon Kenyon would be attending a presentation; however, Cannon was doubtful we would join. He also noted that Gartner did come up with special pricing for members of Educause. All CSU campuses would have to be Educause members for any one campus to qualify for the discount. Cannon stated that this campus would become an Educause member.

**CMS Readiness** - Cannon noted that Steve Heck had received many surveys back and was already getting an idea of where departments were as far as CMS readiness.

Cannon announced that the Data Center in Salt Lake City was already online. He noted that there had been a constant stream of problems; however, they were very small and manageable. All and all it was amazingly smooth. He told the Council that there would be a Decompression Conference to discuss second wave. Cannon gave a brief description of the data center structure.

Cannon noted that the High Tech surveys were still arriving and asked council members to please forward them if they had not yet done so.

**TII** - Cannon told the Council that only one room remained to be identified and then a published list would be posted to the website. He noted that two key players in the TII project were scheduled to retire. Dave Simpson in April 2002 and Ken Combs in September 2001. Cannon stated that he may be directing the TII project until the new Physical Services Director (Ken Combs replacement) is available.

**DHCP Poll** - Garcia asked members to email detailed feedback on how the DHCP project was going. Garcia noted that this feedback would help determine if date adjustments would be needed. Discussion ensued regarding tactics to DHCP Poll.

**4. New Business:**

Cannon told the Council that the Macromedia order would be going out in the next couple of days. The order had been held in order to be combined with other CSU orders. He also told the Council that Adobe orders were trickling in from the bookstore. Anyone interested in a better way of getting these deliveries should contact Linda Thompson at extension 5848.

**Adjournment:** 11:50 (Collins/Waters)