

COMPUTING ADVISORY COMMITTEE
Wednesday, July 3, 2019
CTE Conference Room, Morris Library
3:00 p.m.

I. **Call to Order** the meeting was called to order by J.P. Dunn.

II. **Roll Call of Membership**

Members Present: Ruopu Li, Shannon Newman, Chris Woodruff, JP Dunn, John Pollitz, Rich Beach, Judi Ray, Scott Bridges

Members Absent: Ada Chen, Becky Farmer, Bardh Hoxha, Dianah McGreehan, Tom Imboden

Others Present: Jim Jones (SIU Auditor), Wil Clark (IT), Jerry Richards (IT), Michael Shelton (IT)

III. **SIU IT Project Portfolio Updates – Scott Bridges, Michael**

1. Skype migration to Microsoft Teams – S. Bridges noted there are roughly 150 Skype users on campus. He suggests they contact these users to notify them of the conversion and allow a transition period until October 1, 2019 to convert to Teams. User that are not actively using Skype will be migrated to Teams without notice. He also stated there is a plan to initiate training sessions for users to learn Teams. Ideally, Skype users will be contacted next week. JP Dunn asked if Teams would be able to communicate with Skype for off-campus Skype conferences/meetings. J. Richards said it would depend on how each domain was set up. W. Clark stated it would be best to use the Skype web client to attend externally hosted Skype meetings. R. Beach asked if the consumer version would still work on campus for student's use and S. Bridges confirmed it will. Skype for Business is the only version affected.

Three main reasons to migrate:

- It is a collaboration/productivity tool
- Microsoft is deprecating the application
- There is intention to use Teams for VOIP solution in the future

2. **VOIP** – M. Shelton stated they have been working with Enabling Technologies and have purchased the equipment needed to roll VOIP out to all of OIT as a trial group. R. Beach asked about the effect of network outages on VOIP. M. Shelton confirmed, if the network is down, VOIP calling is down too. W. Clark mentioned the ability to use the Teams app on mobile phones as if the user is on their office phone in the event of network outages. S. Bridges listed a number of schools using Teams for VOIP including Southern Illinois University Edwardsville and University of Illinois.

3. **External Sender Email Message** – S. Bridges asked for the committee's input regarding requested changes to the message: text verbiage, color etc. J. Richards stated some users expressed concern initially but they get used to it. The consensus among the committee was the same so there was no objection in proceeding with launching this practice to all campus users. S. Bridges asked for ideas for methods of communication to get the message out to campus that they will start seeing the message on emails from senders outside of SIU. SIU Today may or may not be ideal but is an option. JP Dunn offered to post a message on D2L and feels it has great readership. R. Li asked about excluding domains like .edu email addresses and S. Bridges said we have experienced a number of attacks sourced from various .edu so he is hesitant to whitelist all .edu addresses but can do known safe email domains.

4. **Identity Management Project** – S. Bridges stated they completed Phase I of the project in

about 6 months. Phase II meetings regarding VPN access, security requests etc will proceed. Ideally, they would like to get to a point where job classifications will determine security permissions needs so that assignment can be automated. W. Clark added the ability to provide a single set of credentials for large groups that may need temporary network access. JP Dunn asked about prospective/new professors that do not have a signed contract completed to get them access to begin building their classes. S. Bridges stated he cannot grant network privileges to those that are not officially employed.

5. **Campus-wide SCCM and Encryption initiative** – S. Bridges stated they have encrypted about 5000 devices at about 98% compliance. The next step is to begin the same encryption process on Apple devices. OIT purchased JAMF to provide similar functions for Apple devices that SCCM does on Windows devices. They will do a proof-of-concept, followed by a pilot group and then, over the fall and into spring if necessary, we will push this out for Apple devices. The need for encryption this is a direct result of audit findings related to missing computers on campus. Full disk encryption and reporting to computing devices on campus is required. S. Newman asked if JAMF would only recognize MacOS or if iOS devices would fall under this plan as well and it was confirmed to work with both operating systems.
6. **Desktop Replacement Program** – IT does intend to do another round of desktop replacements this fiscal year (FY20) pending budget announcements.
7. **Edge Network Redesign** – Network Engineering will redesign the Campus Edge network to be more robust, powerful and efficient to operate. Because of recent budget issues IT is moving away from Cisco to Extreme Networks equipment as a more cost effective solution.
8. **SalukiTech transitions** – The SalukiTech Call Center has moved to the library and the Service Center operations have relocated to the NW Annex. Customers needing device repair will still drop off their devices at the walk-up in the library but the repair and other back end operations will take place at NW Annex. The computer store is closed with no plan to reopen.
9. **IT Annual Report** – S. Bridges plans to share the latest IT Annual Report with the committee when it is done because there have been a number of noteworthy accomplishments made.

IV. Migration of D2L to AWS – JP Dunn

The D2L (BrightSpace) transition to Amazon Web Services went smooth. Several terabytes of data were moved. In response to J. Richard's question in the previous meeting, JP inquired about location of data stores and confirmed that all data is guaranteed to remain within the United States. The D2L license has been renewed and instead of an a la carte solution, D2L provided Core, a packaged solution that includes some features we had previously and some that we did not have licensed. The renegotiated savings totaled roughly \$200,000.

Subscription training will be offered via community.brightspace.com. A list of all current faculty will be provided to allow access. New faculty will need to go to the site to request the training.

We now have a dedicated TAM (technical account manager) which should provide better support than we've received in the past. R. Li asked how different the new D2L is from the old. JP Dunn stated there are new widgets and quick evaluations. New course evaluations will be all electronic linked via D2L and controlled by the instructor or a department's designee. This will provide considerable savings over paper evaluations.

- V. **Approval of Meeting Minutes** – The April meeting minutes were unanimously approved.

VI. Adjournment