

## ITC Meeting 2-7-19

**Attendance:** Sherri Acevedo, Jeff Bickford, Angela Bowers, Kevin Fleese, Tom Greene, Lori Heymans, Michelle Jackson, Michael Kolotila, Rebecca Rose, Abbey Tannatt

### **Call to Order:**

Rebecca Rose and Michael Kolotila motion the call to order

### **Discussion and Approval of Meeting Minutes for 12-13-18:**

Michael Kolotila and Sherri Acevedo motion to approve meeting minutes

**ABowers:** Looking on feedback regards to the electronic messages with watches (Apple, Fitbits etc.)

- A student was on it during clinical
  - **ATannant:** It is an issue.
    - Students have talked about it
    - If you have an Apple Watch you can get an answer to a question for example
- **LHeymans:** Some faculty can include it in their syllables
  - Remind them while in class as well
- **ABowers:** Some clinical instructors are concerned because you can talk pictures
- **ATannatt:** There is a feature called theatre mode, it makes it so your apple watch goes to black screen until you touch it.
- **KFleese:** I an Apple Watch, not even sure if mine takes pictures
  - **ABowers:** The new ones can do all
- **KFleese:** I can see pictures people send to me but I can't take them
- **SAcevedo:** I remind students to remove them before a test
- **LHeymans:** I have them put their phones face down on their desk
  - Could have them do the same thing with the watches
- **SAcevedo:** Something to think about cause it can affect our students
- **RRose:** At Dunkin's the kids aren't allowed to wear piercings, maybe turn it into a policy you have to put any type of electronics in your bag
  - **LHeymans:** It has to be trust too because they can put it in their pocket instead in their bag
- **ATannatt:** Fitbit you can't click back into their messages, goes away
  - Apple Watch just changed it where you can go back and sees all your messages

### **Other concerns:**

**LHeymans:** Love the point that people love meeting once a month but if we go back to every other week is that an issue?

- **ABowers:** For the Spring it might be, but not for fall
- **RRose:** Next semester, can make sure I don't teach on Thursdays
- **ATennant:** Every other week I would have conflict
- **KFleese:** I would have a conflict as well, I have a another committee

**LHeymas:** Just wanted to throw that out there.

**SAcevedo:** Seems like it's always the same people out

**ABowers:** Is it better to meet earlier? Like 12:30 or 1pm, for me it would be better to be earlier

- 12:30pm sounds good for everyone

**MKolotila:** Can we partition, can we have a meeting without a quorum because of attendance?

- **LHeymans:** It is up to the chair about having the meeting

**MKolotila:** Wondering if we could get a decompensation for it

**ATannat:** Student government we have to have a quorum too

- What we do is label as an informal meeting. however it is not in a formal setting

**KFleese:** Maybe 12:30 would increase attendance

**ABowers:** a lot of the other meeting are at 12:30pm.

**Mkoloila:** Should we Change it mid stride?

- **LHeymans:** Change it for the fall, that way when you are doing schedules you could leave that time open

**ABowers:** If we can't have a room in Lawrence conference call to my office?

- **LHeymans:** Yes, whatever we can change to make it better for everyone is on the table

**SAcevedo:** Discussion on what we could do if people are not attending

- **LHeymans:** It is up to the chair
  - There are times when you cannot make it due to sickness and such which us understandable
  - Attendance does need to be brought up and a solution
  - Trying to figure out what would work better for everyone

We need to review the spreadsheet of who alternates are, what spaces are open and needs to be filled.

- This will be on the next agenda
- One of the biggest issues that we have continually been trying to resolve is attendance
  - Post something that says we are looking for people?
  - Spread the news in your areas
    - **ABowers:** Would be helpful to have next semester info
- We need to update list
- We work well together that is what makes it important
- **ABowers:** The last meeting I can't make it because of finalize.
  - **RRose:** The last time, finalize week wasn't good either
  - Doesn't work for most, may need to change the last meeting date

**NECHE Standard 7:**

**LHeymans:** Any one join the NECHE standards?

- Standard 7 is the IT one
- **JBickford:** Looking for more Committee members for this.
  - Michael Kolotila & Rebecca Rose volunteered to join

**RRose:** What is Standard 7?

- **JBickford:** This is the specific IT section

- Part of what we wrote on the IT master plan.
- **SAcevedo:** How many times do they meet for standard 7?
  - These meetings will be every other Friday at 11am

Jeff went through the NECHE Standard 7

- More information can be found online under NECHE Publications under Standards for Accreditation
- 7-9 people on a team should be good
- The group is going to be writing bullets with some substance.
- The sessions coming up & information coming out about SOAR forms,
  - We will have 2 for standard 7 (more than just technology)
- We are pulling to get here now our point of emphasis, which NECHE will tell us.
- Our group has decided which ones we want to add in

### **Data Governance:**

Started work of data governance

- A lot more than just data
- Part of Risk Assessment, Risk management & Cyber Security
  - Big area we need to grow on
- We did a Risk Assessment last year with the Feds
- We have done the best there, because we rolled out information and training.
- There is not a computer system to stop people from clicking links.

Something that came out of the Huron report

- Huron report identified all of our weaknesses
  - Old equipment that needs to be replace
  - Only managed to grow AV people to 2
- We (IT Committee) need to find a way to make us more influential and more engaged with everyone, and more strategic
  - Not that we aren't
- Major Idea to come out of Huron is Governance and IT Strategy
- Ideas of many revisiting the College Assembly Charter.
- Right now Jeff has a lot of projects that have been surprises
  - Can't streamline IT if it keeps getting by-passed
  - This ties into another principle, Huron all about IT Service Management
- Differs organization: ISO Standards, COBURT, most common is ITIL - which we have started embracing,
- Biggest part of it is Project Management and Portfolio Management
  - Highest level of prioritizing.
  - Still no governance body to prioritize project list
  - Team Dynamix is a tool we have to help with Project Management
    - We used this with Banner 9 and Zogotech.
      - To successful things because we had great management

### **ITS Website:**

- This was 6-8 months of development time

- Chris Firth's time and effort
- Gives you ideas on what IT is up to.
- Has articles
- Featured services
- What's important
- Quick common questions
- Also on social media
- Want this to be a one stop for everything you need IT wise
- Has phishing information
  - Every attempted phishing can be found in the PHISH tank
- Ultimate to where we are headed is ITIL
- Eventually we will have a service catalog
  - will contain email
  - Video Conferencing
- Will have all training documents/videos

**SAcevedo:** Not clear about what the President was speaking about or what path we should be taking as a committee

- **JBickford:** Huron is looking for a governance body that would see and review all IT related projects and evaluate
- **SAcevedo:** Not just software, any ideas

**JBickford:** EAB fantastic retention tool, but it does not do anything for prospects

- We have that on deck next 90% of that is with Jeff and the CFO
- Think it would be this group that would be looking at this

**ATannat:** What is the IT Webstie?

- **JBickford:** It would take you to the service desk to make a ticket
- Eventually we want to have a service menu that could filter down to where you might be able to answer your own questions

**LHeymans:** When is the Huron report out for everyone to see?

- **JBickford:** It is out now on the President's Blog

**LHeymans:** So we as group get to discuss how we want to change?

- **JBickford:** Yes

Huron report about training staff into new positions

- Showed missing weaknesses in IT
- Showed us the governance decision making flow chart
- It is Huron's perfect picture across the board
  - This will not be a perfect thing for us, just gives an idea
- We need really engaged stakeholders

**Video Conference Solutions:**

- Skype for business can even access through your phone
- Other need well fitted rooms
- We need better equipment in then white room - worst room we have in Lawrence
  - Challenges are there
- What I need out of this group is priorities
  - I talk about year after year and never get funded
  - We started looking a shindig.
  - Does something that other conference things do
    - Started to fizzle
    - Now everyone is looking at Zoom
    - Was going to put something together
    - Found out people around the college already got it

**Think we need to revisit the charter - Jeff has ideas**

- We still have our membership
- Should be mandatory for all IT directors, Library, etc. key stakeholders need to attend
- Significant change, not sure how/ if we could not get it done

**SAcevedo:** Who was doing the checks and balances before?

- **JBickford:** We need checks and balances for things we need for around the college
  - Looking for a more strategic.
  - **LHeymans:** I think that is very important, what is our role
  - We want to be strategizing and prioritize the best project
    - Great if we can help
    - We definitely have to get more people involved and figure out what our role is.
    - **JBickford:** Hopefully when people hear this group is making decisions more people would want to get involved

**LHeymans:** We have a chance now to discuss what we can do

- **JBickford:** Read through the rest of the presentations and read the charter to come up with ideas

Jeff would like to show us the project deck at the next meeting

Michael Kolotila & Sherry Acevedo motioned to adjourn.

**Adjourned at 3:40pm**