CALIFORNIA STATE UNIVERSITY BAKERSFIELD

Meeting Information

Meeting Title: IT Committee			**Date:**	October 3, 2018
Location: ITV – Studio C			**Time:**	**10:00 AM – 11:00 AM**
Dial In #:		**HC:** n/a	**PC:**	n/a
Meeting Called By: Faust Gorham		**Purpose:**		

Attendees

Checkmark or "X" indicates the attendee is present

Attendee	Representing	√
Charlene Hu	Faculty Teaching & Learning	
Imeh Ebong	GRASP	
Jacqueline Mimms	Enrollment Management	√
James Drnek	Student Affairs	
Lisa Zuzarte	Academic Operations	√
Chris Diniz (non-voting)	ITS – Director of Infrastructure	√
Kellie Garcia	Human Resources	
Kris Krishnan	IRPA	√
Jeremy Warner	Communications	√
Faust Gorham	ITS- AVP/CIO	√
Queen King	University Controller	√

Attendee	Representing	√
ASI President	ASI	√
Steve Garcia	Computer & Electrical Engineering	√
Ying Zhong	Library	√
Yong Choi	Management & Marketing	√
Joshua Miller	Physical Education & Kinesiology	
Sue Rivera	ITS – Security Liaison	√
Brian Chen (non-voting)	ITS – Director of EApps	√
Kamye Salyards (non-voting)	ITS- Administrative Support	√

Agenda

#	Agenda Topic	Submitted/Led By	Time Allotted
1.0	Welcome & Call to Order	F. Gorham	
2.0	Approve Minutes from June 27, 2018 Meeting	F. Gorham	
3.0	Approval of Agenda	F. Gorham	
4.0	Old Business • Canvas • Box project • Mobile Application • Campus CMS 2.0 – timeline – expectations • Peoplesoft to Blackboard integration	A. Bolanos C. Diniz B. Chen	
5.0	Information Security Update - Information Security Audit 2018 - Spirion - Encryption of Level One users - Staffing Challenges	S. Rivera	

5.0	Review Charge
	
	- Create a best in class IT operating environment
	- Support for academic and administrative technology needs and forward-thinking opportunities
	- Provide the IT roadmap and re-prioritize to support University Strategic Plan
	- Manage customer service expectation and communication
	- Champion IT:
	    ▪ Services, infrastructure, and equipment
	    ▪ Staffing and Professional Development
	    ▪ Support and training opportunities to university-wide end users
		F. Gorham	

5.0	New Business • Adobe.com - Campus wide license • Interactive technology in Student Health Center Conference Room • Lynda.com subscriptions for BPA students • Clear cache issue on Web browser – is there a campus-wide solution to fix the problem? • Campus Web Governance • Campus Fax Service • Campus Print Services	F. Gorham J. Drnek Y. Choi Y. Zhong F. Gorham	
6.0	Adjourn		

Meeting Minutes from October 3, 2018

CALIFORNIA STATE UNIVERSITY, BAKERSFIELD
INFORMATION TECHNOLOGY COMMITTEE MEETING
Wednesday, October 3, 2018
10:00 AM
ITV – Studio C

PRESENT: Faust Gorham, AVP/CIO, Information Technology Services
                     A. Lopez, ASI
                     Queen King, University Controller
                     Chris Diniz, ITS Infrastructure Services
                     Brian Chen, ITS Enterprise Applications
                     Anthony Bolanos, Faculty Teaching & Learning
                     Steve Garcia, Computer & Electrical Engineering
                     Jeremy Warner, Communications
                     Lisa Zuzarte, Academic Operations & Support
                     Jacqueline Mimms, Enrollment Management
                     Tommy Holiwell, Enrollment Management
                     Ying Zhong, Library
                     Kris Krishnan, IRPA
                     Sue Rivera, ITS Security
                     Yong Choi, Management & Marketing
                     Kamye Salyards, Administrative Support, ITS

ABSENT:
                     James Drnek, Student Affairs
                     Charlene Hu, Faculty Teaching & Learning
                     Imeh Ebong, GRASP
                     Kellie Garcia, Human Resources
                     Joshua Miller, Physical Education & Kinesiology

1. **Call to Order**
   Meeting called to order by F. Gorham at 10:06 AM. Everyone introduced themselves and F. Gorham welcomed A. Lopez and J. Warner as new committee members.

2. **Approval of Minutes from June 27, 2018 Meeting**
   F. Gorham gave a summary of the June 27, 2018 minutes.

   Motion/Second/Approved: Y. Zhong moved to approve the June 27, 2018 meeting minutes and K. Krishnan seconded the motion. Minutes were approved.

3. **Announcements, Information & Approval of Agenda**
   The following were recommended and added to the agenda:
   Campus Fax Services
   Campus Print Services
   Motion/Second/Approved: Y. Zhong moved to approve the agenda and Q. King seconded the motion. The agenda with additions was approved.

4. Old Business

- Canvas: A. Bolanos gave the following update on the Canvas pilot.
    - Two Pilots Spring 2019 & Fall 2019.
        - 1st pilot participants:
        - 25 faculty members
    - Connected Don David for SIS, SSO, and course creation integrations on Canvas at other campuses:
        - Humboldt, Sac State, Channel Islands
    - Coordinating a kick off phone call with Canvas the weeks of Oct. 8th – 19th.
        - Topics going to cover on the phone call:
            - Introductions
            - Project Management: What to expect
            - Your Canvas URL
            - SIS Integration overview
            - Authentication overview
            - Branding/theming your Canvas
            - Migration strategy
            - Your support package
            - Training: Admin, Support & Faculty
            - Any other questions you'd like to discuss
    - Dr. Chandra Commuri will be coordinating with the Academic Senate some faculty members to have on the Canvas Pilot Committee
    - Coordinating with Rich Nelson to have assistance in migrating courses for faculty pilot participants.
        - Addressed Steve Garcia from Computer Science what his and Dr. Melissa Danforth's concerns are with migration over to canvas.
        - Told him that we are aware that the move from Bb to Canvas is not 1-to-1.
        - Will be using resources to help in the migration of faculty courses if a move to Canvas were to occur.
        - Will have subject matter experts to assist with this.
        - It will be a process over time.
        - Canvas has a change management system in place to assist in the migration.
    - Expresses that we are aware of some major stake-holders that have concerns along with faculty, and that we are trying to inform them of the process and roadmap.
- **Box** – C. Diniz provided the update stating that the Infrastructure team is working to move the data from other locations easily. The implementation team is meeting to work on simplifying and finalizing the approach and how the files will be transferred to Box. Spirion does limit the transfer of some files and identifying linked documents. Information Technology Services is getting ready to begin transferring data now. Q. King addressed the question of who has access to files with level 1 data. C. Diniz explained that each department will have the ability to control their own files and grant access to those who need it. The data owner will need to follow our process and cloud policy. No system currently can contain level 1 data other than the v: drive. Phase 2 of the Box project will include the ability to store level 1 data in Box.
- **Mobile Application** – B. Chen shared an update that the steering committee will be meeting within the next 3 weeks and will determine if the Mac focus is best since there are significantly more installations on
Apple products than Android. They will also be discussing the map of buildings and rooms. The challenge is how to set it up for good viewing on a mobile device.
- **Campus CMS 2.0 – timeline – expectations** – B. Chen reported that the team is working to bring the update to the campus. They have run into authentication challenges. This should be complete by the end of 2018.

- **Peoplesoft to Blackboard integration** – The goal is to allow PS enrollment to integrate with BB Learning Management system. Testing is almost complete; will meet with TLC to discuss goal of going live in Spring 2019.
- **Information Security Update** – S. Rivera shared that we will be undergoing an Information Security Audit beginning October 29. We are currently addressing questions as presented from the Chancellor's Office.
  Regarding Spirion, we have offered training classes and will offer more training as needed. PC scans on faculty computers are scheduled for October 22, 2018.
  Staffing resources to keep up with technology are lacking, but we are doing our best to balance.
- **Encryption of Level One users** – Letters went out to ask for approval of staff who have access to level 1 data. 170 people currently have access; we are working on the encryption process.
- **Staffing Challenges** – ITS is working with technology and non-technology resources in Security. We need mixed resources – someone that can send emails to staff and faculty and let the analysts attend to vulnerability management that is needed to protect our servers. The committee was asked how they think we are managing the current resources. Q. King expressed that the need for staffing across campus is an issue but sees a significant need in ITS. The recommendation was made for adding two positions rather than one. So, a potential additional roadmap position of Security Analyst was the final recommendation.

  Action Item #1: S. Rivera - look at other campuses in our class to find out what their teams look like and bring back to the next meeting.

- **Lynda.com** – The question was raised as to whether students will use it. Some see the value in it and others do not. They seem to value it more if they pay for it as part of their enrollment. The option of centrally funding it through the roadmap. Staff and students could use it for professional development. In ITS, it is being added to performance evaluations as part of their goal setting process to see if that encourages use of the tool.

- **Adobe** – The CSU has signed a contract at $20 per year per seat vs. $240 per seat. Once it is available for sign-in, an email will be sent out to the campus with instructions on how to purchase a license. We are 2 weeks from the infrastructure being in place. 2 downloads per user will be allowed. It will be available to students up to one year after they graduate.

- **Cache issue** – From Y. Zhong - We have been getting questions from Library users on or off-campus complaining about not able to access certain webpages or the online database. Every time after our library search system is updated, we also experience some problem unless we clear the caches. After we teach them how to clear the cache on web browser, generally those issues will be solved. Although we have a FAQ page addressing this issue (http://csub.libguides.com/faq#s-lg-box-17183938), it's still frustrating to the users since they are not aware that they should clear up the caches frequently. Is there any campus-wide solution to fix the problem? How to educate the users to set their browsers to auto clear?

- **Campus print services** – It was asked why staff have been told they cannot purchase their own printers but must use the options through the Print Shop/ABM. It was determined that R. Nelson along with Nancy O'Kane will present to the IT Committee at the next meeting regarding this issue.

  Action Item #2: R. Nelson to set lab machines not to cache. P. Igoa to determine the email communication that should go to the campus on how to reset cache preferences and determine what vendors need to do to clear up the cache issues.

*All other agenda items were tabled for a future meeting as time ran out to address all items.

Meeting was adjourned at 11:14 AM.