

Information Technology Council
Friday, September 26, 2008

Present: Sarah Robbins, Jeff Boles, Matt Singleton, Colin FitzSimons, Robert Kelly, Nicholas Key, Wes Franklin, Todd Stewart, Suleyman Karabuk, Zac McCulloch, Loretta Early, Chris Cook, Edward Jones, Burr Milsap

Absent: Dennis Aebersold, Edward Baron, Tammy McCuen

Minutes from April 18, 2008: Approved

Review of ITC Charge

Report from Information Technology – Nicholas Key

- **4x4 Update** – IT removed social security numbers from 4x4s this summer. 20,000 users were affected. Transitioned over a week. IT received positive feedback for improving online security.
- **Spam Email Changes** – Implemented end of spring semester, gives every user their own level of functionality. The issue from last spring regarding the out-of-office reply feature and spam has been resolved now. The filter just needs to be on for you to be able to use this feature. Last spring, the out-of-office reply was disabled.
- **New Union Lab** – The Lab was renovated over the summer. Updates based on a survey conducted spring 2007, 1500 responses. Two types of users: individual or group projects and quick check of email or quick print. Tables with stools for group projects. Chargers for cell phones, iPods, etc. North end of lab has iMacs with parallels and Vista meant for quick check of email.
- **New IT Store** – Jenkins and Lindsey location, allows users to test computers before buying. Inventory of Apple and Dell laptops and desktops, software. Opened August 21. Mon-Fri, 10-6. Software bought online can be picked up from Jenkins location. MS, Adobe products can be bought in box sets from Jenkins store. Departmental and personal purchases.
- **Testing of Emergency Information System** – Occurred week of September 22. Voicemail, text messaging, email. Test took 7 minutes to get through 911 to the OU emergency system. About 20 minutes total to distribute all of this information. Question – what is the benchmark for these types of services? IT - Need to check with Mike Sewell. Question – are we where we want to be? IT – we are to the level where there is wide distribution of emergency information.
- **New Supercomputer** – New computer should debut in top 200 worldwide, top 10 university supercomputer. Full production in mid-October. Supercomputing symposium on Oct. 7.
- **Wireless Changes** – More efficient remote management of access points. SSID is going to change to OUwifi. How many academic buildings have an access point? 90% For new buildings, wireless will be included. Worked with UOSA to cover the student priorities, like housing, library, some outside areas. PACCR – wireless will be added to new renovations. There have been reports of problems where some access points reach the maximum number of users. At the start of this semester, OU IT purchased 5000 additional IP addresses to accommodate all of the new devices on the network this year. The new wireless controllers will provide some new functionality.

- **New Student Information System** – Project to bring functions like admissions, enroll, pay, registration all within a single sign-on. oZONE portal is the public interface for this. Get email, bursar balance, subscribe to certain channels for events, student groups, etc. In February 2009, students can begin using new system for financial aid. September 2009 is the target date for the new system to be fully functional.
- **Scanning Upgrade for Faculty Evaluations** – Planned for this fall. New hardware for scanning evaluations. Uses scantron.
- **HR Upgrade** – Performance improvement on HR systems, replacing hardware. Benefits HR staff and end-users who use the system for benefits information, etc.
- **Classroom Updates** – A/V and distance learning updates. 15 rooms updated this summer. Carson, Sarkeys and other locations.
- **Endpoint** – New antivirus product. Infrastructure is in place. A test group is using it. Working on central versus departmental needs for security. New software looks at malicious strings and behavior of applications. Same look for end-user, but will be more accurate and efficient.
- **Question re Planned Changes to Knowledgebase** – IT was using ServiceNow for support tickets. IT trying to improve performance. Search feature wasn't working well. Top support articles were identified and archived on Exchange web page.
- **Question re Equipment Disposal Policy / Data Wiping** – New service started this summer – Technology Hardware Disposal Program. IT will wipe the data from the computers and devices. No fees this summer. 10 semi's worth of equipment has been cleaned. If a machine is older than six years, there is a fee to pick up and wipe it. Departments with IT support, there are alternative procedures. Those departments pay only for the disposal of monitor, etc. No fee for wiping. Now, smart phones, hard drives, tape, CDs can also be dropped off at IT Store. Once per year, considering a campus clean up with no fees. Considering the week after Spring Break. Call 325-1925 or email IT Store to begin process. Includes anything that attaches to a computer.
- **Question re Organizational Account Request** – Why is the process in paper? IT is working on this. This initially required a signature which is why paper is required.

New Business

- **Strategic Partnerships and Proactive Solutions** – IT is looking for feedback from ITC member regarding potential partnerships for IT to improve processes on campus. The upgrade of faculty evaluations is an example of this kind of partnership.

Future Meetings

- Melanee Hamilton and Brad Burnett may provide feedback on their projects. Regular meeting on 4th Friday of every month.

Respectfully Submitted,
Darin Fox