

# FETC Regular Meeting

*2013-11-22 3:00pm*

- I. Minutes approved
- II. Old Business
  1. Tech Qual survey
    - a. 1,548 completed responses out of 1,753 attempts
    - b. We get access to C of C results, and some access to overall summary statistics across all institutions
  2. Campus communications & listserv
    - a. Including a special question on Tech Qual survey, got good feedback from free response
    - b. Vijay will reach out to Staff Advisory Committee (SAC) to get input from staff, and SGA to get input from students, and Graduate Student Association (GSA). He will relay information between FETC and other committees.
    - c. Needs-assessment should include audience: Is this communication need something that should be protected by password? Who can send? Who can read/receive? Is it “official” communication from the college, as in billing? (Apparently many students don’t read e-mail regularly.)
    - d. Existing tool: The Wordpress blog can be configured to automatically send posts to Facebook, Twitter, etc. Good for reaching many people who have a variety of preferred communication tools.
    - e. New IT emphasis on more rigorous project management.
    - f. IT will take on role of subject matter expert on projects, leave project leadership more to faculty/staff project managers. Plan to do thorough needs assessment, followed by suggestions from IT for solutions.
    - g. Andrew will assemble a table of existing offerings.
    - h. This has been a part of a years-long discussion.
    - i. What about replacing paper forms, like travel authorization & reimbursement request forms? Solid architecture is in place, including work flow (Ex: What stage is my form at now?) but only for a few forms. Time consuming process because you have to re-think all the forms. (Ex: Can these two forms be combined? Who needs to sign off?)
  3. Online course evaluations
    - a. As of right now, 21% response so far, which is better than this time last semester
    - b. Vijay reports good success with inviting students to bring a device and submit

evaluations during class

- c. Deanna reports success with offering cookies, and many students said they found the link in signature block in professor's e-mails.
  - d. Andrew suggests: add a tool to post to Facebook / Twitter "I did it!"
  - e. Meg suggests posting evaluation period in official academic calendar, to help faculty in planning the syllabus
  - f. Mark reports from faculty senate meeting: We should give another report in the spring. General support for having response period extend into exams (as requested by Faculty Welfare Committee).
4. BarCamp
- a. Went well
  - b. Event planning work flow: Publicize via marketing. Let helpdesk know need for wifi, etc. This communication flow doesn't happen automatically!
  - c. We don't have a central scheduling / event management office. We need this, but it's unpopular bureaucracy, changes who controls what. We have a package called R25, but it's antiquated and various divisions have their own individual solutions. No one has taken on the task of building it.
  - d. We have a department of hospitality & tourism management, can we make some use of that?
  - e. Involves: Public safety, campus catering, housekeeping... No single channel.
  - f. Possible hook: It would be entrepreneurial to improve college's openness to hosting events, maybe make some money.
5. From Andrew: Wordcamp: Wordpress developer's conference
- a. In May, just after graduation.
  - b. Helpdesk has been notified :-)

### III. New Business

1. IT strategic plans
  - a. Process of launching...
    - IT strategic advisory committee (ITSAC)
    - invitations out, most accepted, to faculty, staff, students, library,...
    - Meeting Monday 11/25 1:00-3:00
  - b. Goal: written 3 year IT strategic plan based on college strategic planning
  - c. emphasis on big pictures rather than specific projects

- d. plan will go to executive steering committee
  - e. grounds for FY2015 budget request
  - f. recurring each year, same membership
  - g. Goal: increasing transparency and accountability
  - h. Being done following suggestion from Huron review
  - i. Two open forums, one close to beginning of term, one to review progress
2. Emergency preparedness, disaster plans
- a. BCP = Business Continuity Planning
  - b. Monica wrote a hurricane preparedness guide:  
<http://it.cofc.edu/emergency-preparedness/index.php>
  - c. Mark has particular interest & experience with disasters
  - d. Note recent disasters: Typhoon Haiyan, tornadoes out west
  - e. After Hurricane Ike in Texas:
    - lots of flooding damage (storm surge)
    - weeks without electricity
    - millions of cubic yards of debris
    - many casualties
    - and they were well prepared, lots of forethought, people who's job it is...
  - f. Ex: Blackbaud has two hot backups in other states, can continue operation in case of disaster
  - g. C of C has a cold backup off site, but not a hot backup (Ex: no off-site way to process payroll, transcripts, ...)
  - h. Does C of C have a committee on BCP? Are the plans made out? Are they tested?
  - i. We are so dependent on computers for teaching, payment, etc.
    - Under what conditions will the college re-open?
    - Ex: making student records available so students can temporarily go to another school. (Post-Battery-project Check Point committee knows about this.)
  - j. Long-standing Emergency Management Committee, and Executive Policy Group—Get in touch with Randy Beaver, they have plan for recovering from a disaster, but it's state of updatedness is not known.
  - k. Data availability is part of the story (local backups in case central server remains down)

- l. But there's more—Transcripts, business logic, access issues...
  - m. Let's invite Randy Beaver to one of our meetings
  - n. IT is responsible for disaster recovery; can participate in the process of business continuity planning, but is not the right department to lead the project ~~but can't lead it.~~
3. Imminent outages
    - a. Last work week before Christmas, major networking rewiring and electrical work in Randolph Hall.
    - b. IT held open informational session for those who will be affected by the scheduled outage.
    - c. No networking in many buildings, sent out over e-mail, flyers sent out.
  4. Columbia is sending out more security requirements
    - a. but not the necessary funding for colleges (other state agencies do get some)
    - b. plans in place to implement a second authentication factor on e-mail, etc, and it's a state mandate, but unrelated project not going well at MUSC

Stuff to do soon:

1. Needs-assessment on communication
2. Invite Randy Beaver to one of our meetings to talk disaster plan
3. Technology strategic plan (to be completed by ITSAC in March, 2014)
4. Spread the word that Windows XP reaches end-of-life in April 2014. All XP machines must be either replaced, upgraded to Windows 7, or disconnected from the network at that time. Philip Paradise will arrange for Helpdesk to seek this information.

Stuff to do medium term:

1. Maybe add to course evaluations an "I did it" button for posting to social media
2. Maybe add evaluations to academic calendar
3. Move paper forms to online workflows
4. Microsoft System Center: New Helpdesk ticket system, image deployment, and other infrastructure in the works, April 2014.
  - "quick ticket" link on classroom desktop
  - more flexible deployment – fewer disruptive re-imaging episodes, ability to make and apply image deltas, configure several machines the same way but without having to put everything in the base image

Stuff to do long term:

1. (college wide) disaster plan:
  - College can only re-open when x y and z are restored
  - Off-site backups of data (“cold”) has been implemented for many years
  - Off-site redundancy for services such as registrar, payroll,... (“hot”)
2. (college wide) hospitality plan:
  - Check list of who to contact for events: room reservations, catering, IT support, facilities, clean-up crew, publicity
  - Connect to business department offerings?
3. New state of South Carolina security requirements (unfunded mandate)
4. Better way for users to find out (self service website) whether their machine is scheduled for replacement (PCR), or estimate when it will be.
5. File synchronization, U: drive, Drop Box, backups
6. Listserv (see communications plan above)