Item 1: Approval of Minutes (5 minutes)

Description: Review and approval of minutes from 09-11-14 meeting.

Paul's name changed to attribute quote to Carl, is corrected on Wiki.

Minutes approved

Item 2: IT Trends / Innovative Activity (10 Minutes)

Andy - incoming students electronically submit their photo for ID cards, considering this as an option.

EduCause article about post-enterprise IT recommended. Will send out link:
http://www.educause.edu/ero/article/it-service-organization-post-enterprise-world

Adam discusses EduCause - themes of mobility, communication heard often. Framing stories to stakeholders; bad communication = failing in some area.

Dan Basille/HSC - Discussion of mini computers - ability to be autoclaved due to Ebola lab/research, putting these everywhere. Discussion about different models, models that can and cannot go through autoclave, benefits of machines, etc.

Item 3: Announcements (5 minutes)

Debra - Accessibility review closing, next SAP review on Project Management coming immediately after.
Item 4: Email Migration (5 minutes)

Cheryl:

Discussion regarding email addresses porting over. 65,000 moved, working on Google groups management options. Discussed transition timing and how transition won't have great impact on client side- same pw and login.

Quota issue/discussion: no final ruling, the meeting to decide will be next week.

Question about Code Maroon: discussion over having less control over delivery, etc., but want to make sure all messages get delivered with all apps. Considering allowing parents to subscribe. Need to work on geographic separation so individuals see notices that are of appropriate to them, e.g. – separate College Station and the Law School.

Discussion over student employees having exchange accounts. Fac/staff are going to see exchange address when going to global address book. Same issue as before with Neo. Discussion of students not existing in global address list w/o exchange address. Faculty need to set gmail to forward to .tamu.edu if they aren't using it.

Cheryl - More capabilities with the new system, wants input on how it affects faculty and staff going forward.

Henrik - Question about exchange transition for departments/colleges and is there an algorithm for who is transitioned when? Have units that don't want to buy new hardware, when to transition?

Cheryl and Lacey -Onboarding departments to 2010 takes people away from working on the onboarding to 2013. Will extend timeline if needed. Plan was to move all current exchange to 2013, existing departmental Zimbra to 2010 due to the license expiring in December.

Discussion of pushing back timeline for 2013 onboarding in order to put everyone on 2010.

Rick - Any talk about archiving - exchange archiving being worked on. All about disk space. There will be exchange archiving but unsure how it will be setup.

Item 5: Vulnerability SAP (10 minutes)

Debra - Made some changes pertinent to discussion about time boundaries for notifications, effort to notify, etc. Asked Willis to step her through process; assured it is very in-depth. NIS makes extraordinary efforts to contact somebody, either user, owner, or IT before shutting them off. Provided it isn't an active and serious threat, they will still follow same process if they have to shut down. Can't discuss particular efforts they will have, but did discuss and sit down to experience them.

Ron's issue with phrasing applicable to students – Debra is looking at it.

Ed - Question about what can we do to help offset the amount of effort required here. Keep info in NIM up to date. Can they give procedure that would make their life easier? Debra will ask, but number 1 is keep NIM up to date

Further discussion on info in NIM and escalation process.
**Item 6: SubCommittee Update (15 minutes)**

Kyle -

Discussion on service desk group - very effective group. Working on creating a service desk on campus because have no official service desk, just help desks. Want true tier 1 service desk for campus. Want to be the ones to do it and take control of it. Working on current practices, creating a framework, what customers will want in terms of services (and don't want). Have to be careful of ITILizing your framework. ITIL is not an executable, it is a framework.

Late Dec - early Jan completion for deliverables. Deliverables - structure of what needs to be done, buy in from higher ups, cost (all in the Wiki).

Robert Chaney, Jason Vaughn, Garrett, Court, Dale Cook, Kyle

Discussion of resources needed to get deliverables done - working effectively. Will be discussing with several universities about similar service points

**Item 7: Review of ITAC Charter/Bylaws (30 minutes)**

Adam-

Review of charter and bylaws. Finish up discussion. No comments or suggestions to Adam over last two weeks regarding changes to text. Discussion over AgriLife research not receiving an appointment letter. Discussion over agency inclusion - agencies should simply recuse themselves from voting on things that are not applicable to them.

Discussion of text changes, how ITAC members are chosen within division. Dean, Executive of each division etc. given a letter over summer and asked if they want person to continue or choose new representative. Letter comes from ITAC chair through CIO.

Motion to approve the text submitted over email. 2/3 quorum reflected in the attendance numbers, as required by by-laws. Seconded.

Verbal approval, 0 nays

Motion passed

**Item 8: Open Discussion (10 minutes)**

Question/discussion over consolidation and centralization efforts that are going on. Curious how discussions are going. All the Deans have been asked by the President to prepare a report about centralization.

Discussion over issue with already being consolidated, how do you go further. If you are, how did you do it. What does it mean?

Discussed Engineering IT consolidation - leaving embedded staff but IT now supporting multiple departments. College of Science still decentralized- how to manage transition if happy with IT?
Finance and Administration still working on it.

Discussion of consolidation of servers into CIS. Roadmap in place - need to find out what we need to prepare for. New models in place. Need to know what services are important and need to be preserved. (?) Wants to convene advisory for that purpose. Some smaller departments have moved to CIS.

More discussion about services and resource pools. Capacity discussion - much improved when second generator is in. Have rack space, don't have infrastructure. That gets fixed by January. Discussion about Dollar commissary as additional server room space, the RFP is ready. Looking at mixed use space. Vetting further solutions re: disaster recovery, etc. Amazon dropping egress charges for education, have to look at it further.

Discussion over identity and access management on campus solutions, two or three ways to solve problem.

Duo - Update- one signature away from being finished. Work with Danny Miller to craft notes to units about delegates of authority, etc. Development work is done, sitting out waiting to push to user team. 100 hardware tokens purchased as part of the package. Can have small population to test, etc. Will be soon, contact Cheryl.

Discussion over cell phone stipends - what is everyone else doing. Memo from Interim President Hussey came out regarding first responders. Bill - Libraries had 30-40, has cut back to 2, facilities managers only. Another college cutting back to facilities managers. Hussey memo - ‘regularly required to come to campus to deal with emergencies outside hours’ - how many staff really meet this? What about maintenance outside hours? Emergencies can be handled remotely. Recruiters who travel the state were even told no.

Discussion over court case in CA about personal cell phone for business use.

Discussion about those making under 50K being grandfathered and savings for university. University failing to take into account the insurance of having the access to people through allowances? Discussion over plans that still don't have unlimited talk and text. Discussion of lost productivity time and cost of not knowing about issues right when they happen. Further discussion of professional risk of not getting messages vs. paying for it yourself. No peer institutions do the amount of cell phone allowances A&M gives. Discussion of IRS involvement in stipend in the first place.

New Cell Phone Exception Form is up; authority delegated to Deans.

Meeting concluded at 10:01.