In Attendance:

<table>
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<tr>
<th>Members</th>
<th>Regular Attendees</th>
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<tr>
<td>X Stephen Balfour X Kevin Davis X John Norton Cheryl Cato</td>
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<td>Andy Bland Juan Garza X Jim Rosser X Pete Marchbanks</td>
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<td>Aaron Brender X Mark Harris X Henrik Schmiediche X Willis Marti</td>
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<td>X Becky Carr John Kovacavich Ron Szabo Jeff McCabe</td>
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<td>X Erick Beck X Tom Lyster X David Sweeney Allison Oslund</td>
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<td>X Bill Chollett X Adam Mikeal X Rick Young X Michelle Osterholm</td>
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<td>X Jim Culver X Mike Nelson Jim Snell</td>
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Also in Attendance: Dean Poppel, Alan Kurk, Josh Kissee, Mark Stone

**Item 1: Approval of 9-12-2013 Minutes**
Minutes approved as submitted

**Item 2: Announcements**

- **LMS Update** - The LMS transition is moving faster than expected. The team hoped for 30% migration at this point, and has seen 75% migration. Currently, about 700 faculty are still teaching in the old system, eLearning, and will need to transition their courses by August of 2014. 45,000 students have at least one course in the new system, eCampus. Other outstanding items to complete the transition include bulk grade submission feature, defining more granular roles, completing first ISAAC report, and deciding on a long-term strategy for the advisory group that was created for the project. ITS is piloting the bulk grade submission feature and looking for participants. If you are interested, please let them know. Also, ITS is working on a four year program to implement quality matters, a rubric for setting up online classes.

- **Digital Signage Update** – The Division of Student Affairs (DSA) has executed a contract with Four Winds Interactive and have 107 of the 117 screens necessary to make the site license financially feasible. Parties already involved will receive letters in the next few weeks with all the contract details and a request for account numbers from Vicki Parker, DSA Administrative Assistant. DSA and CIS have begun discussions about eventually transitioning service maintenance to CIS. Mark Stone and David Sweeney have met with the vendor to discuss possible System-wide licensing.

- **IT Forum**– ITAC will host the October IT Forum. The committee discussed possible topics, and decided to have a workshop focused on an email shared service, but higher-level discussion on the path toward shared services. Other topics to include during email discussion are: a demonstration of the actual system and steps attendees can take now to prepare for the transition. Adam Mikeal volunteered to lead the IT Forum.
**Item 3: IT Trends**

New plans: On Fourth Thursday's we'll keep the established format for IT Trends. On second Tuesday's, we'll go around the room, and every person will briefly describe ONE innovative activity in their area. No questions please. However, if you think a topic is worth bringing up as a topic of discussion in a future ITAC meeting, please say so.

Jim Rosser: IODP is using a tool called Zoom.us for voice and video communications. It is easy to use, great performance. It costs roughly $1 per person, per month. Set up free trail.

Becky Carr: CEHD is using Collaborate and integrating it with eCampus. This expensive tool is very reliable and is great for distance learning programs.

Stephen Balfour: Liberal Arts just hired an instructional designer and is eager to improve the quality of online courses, and just purchased a site license for Stata.

Jeff McCabe: Work continues on updates to TAC 202. Updates may mean a different methodology for risk assessment at Texas A&M.

Kevin Davis: Qatar provides laptops for students and is considering Ultrabook as the frontrunner for the next model.

John Norton: Mays Business School is refilling vacant positions. Top contenders are local, so after hiring is complete, other ITAC members may be looking.

Bill Chollett: The libraries are updating the loaner devices to require a NetID login and looking into Vivo, an open source tool for information sharing and collaboration among researchers.

Mark Harris: Athletics is looking into remote clients as a way to control support tablets.

Adam Mikeal: Architecture just moved about 90% of production linux VMs to a resource pool run by Cheryl's group.

David Sweeney: To improve time estimates on work, DSA treats all work as projects, and develops 2 time estimates for each project: Gut/Best Guess and Pert/Analysis-based. Then, DSA compares these numbers to actual time. While real numbers are always higher, this practice has improved time estimates.

Rick Young: VetMed is looking into Exam Soft off-line testing. The tool allows for disabling internet while taking exam, but lacks cross-platform support.

Erick Beck: MarComm is still looking into Siteimprove Creating a brand new pricing model for large systems. Specifics of contract are being negotiated.

Alan Kurk: College of Ag and Agrolife are looking into federation of Microsoft Lync, centralized VM service and a centralized workstation procurement and imaging. Alan is working on a system-wide Antivirus review and hoping to approach top vendors to negotiate for a system-wide agreement.

Willis Marti: NIS launched the new ISAAC system and season. Training is available, and an end-user tool is built in.

Jim Culver: Facilities Coordination is rewriting the campus map using our own map and an off-the-shelf tool. This will allow for faster updates and richer content.

Mike Nelson: Engineering is working on a VDI project and moving to thin clients in dean's office. Goal is to hit 300 by the end of spring.

Henrik Schmiediche: The Department of Statistics just created a Masters of Analytics program.

Pete Marchbanks: CIS has coordinated with Dell to allow any Texas A&M department or individual to purchase the standard configuration that CIS buys for the Open Access Labs. [http://dell.com/tamu](http://dell.com/tamu).

Feedback on Format: This format works well, but we need time limits for each person. In the future, if you don’t have something new to say, feel free to pass.
Item 4: Review ITAC Retreat/Goals
ITAC reviewed the top four goals from the retreat.

1. Create a recommended IT governance model for the university.
2. Create a strategic plan for IT at Texas A&M University to align IT with the university priorities of teaching, research and service.
3. To create and implement a communications plan
   a. SUGGESTION: Add some type of tech exchange/conference where system members can get together, discuss what’s going on and work together, something similar to TTVN or PM Exchange, but expanded. Consider combining the current conferences and expand to include more tracks.
4. Create a common tier 1 service desk for campus using new service desk software and VoIP
   a. SUGGESTION: A clear definition of scope is necessary, and ITAC needs to determine how to coordinate with the CIS group that is already working on this.

Item 5: Subcommittee Updates

Email and Messaging Update – Adam has drafted a document that the subcommittee needs to finalize. Next steps would include creating a committee with student, faculty, staff and IT representation to review the offering and make a recommendation by November, with hopes of piloting the shared service in the spring. After product review and vendor demonstrations, the subcommittee is leaning toward Google as the vendor. It has great Outlook integration. Note: both Google and Microsoft 365 offer features that are currently not being offered, so this isn’t just replacing a service, it is expanding a service. The report will be submitted next week for full committee discussion at the next ITAC meeting.

VM Sans: VM Sans has completed its report, and the report, a charter for a new project and the recommendation memo were distributed to the committee for review. The committee focused their work on identifying stakeholders and requirements. Top VM products are V-Sphere and Hyper-V. CIS is already providing a V-Sphere service. Recommendations to Dr. Cantrell included establishing a governing body, investigating the possibility of hosting the service elsewhere and aggressively communicating about the service. One venue for this would be a conference of some type. DECISION: Decommission the VM Sans Subcommittee.

Software Licensing – The subcommittee is finalizing their recommendations and fleshing out some implementation details. Part of the recommendation is an advisory group for software who would make recommendations on what licenses to look at and provide support to the Software Center. What should the configuration of this group be? Several groups expressed that they have a person whose responsibility is to manage licenses. Report should be complete by the end of the month. ACTION ITEM: If you have a person who is well suited to a software advisory group, please email Becky with the person’s information.

Essential Elements – The subcommittee has two chapters left to complete. Updates have been made to other chapters based on work with the auditors. Essential Elements guide should be complete by October 15. Part of implementation will include presentations to high level groups on campus. If you’d like to comment while we can still make changes, NOW IS THE TIME. Don’t feel like you have to comment on everything, but if something is important to you, look at it.

Item 6: Open Discussion
Password SAP updates have been published based on industry best practice and ITAC recommendations.

Feedback is needed by tomorrow on a SAP that combines SDLC and application security. This item has been fasttracked, so a quick turnaround is needed.