ITAC Meeting Notes
September 13, 2010

This Document will be built by ITAC members to report their unit's technology activities and concerns. This Document is shared with all ITAC members and may be updated at any time by any member before the meeting. Slightly before each ITAC meeting, the document will be locked and copied to the archives for public review. This should provide members the ability to print the minutes for review and serve as a basis for notes and comments during the meeting. Be aware that changes are tracked by Google's revision log process.

In general members will post to their own area. However this format provides an interactive dimension. If you wish to capitalize on this by placing a question or comment in someone else's post, please identify yourself in brackets before your question.

Academic Affairs

James Gantt
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Riza Marjadi
- We are rolling out 2010-2011 schedule. Starting this semester, all courses must be classified as an undergraduate or graduate course. No more dual classification can be scheduled into Banner.
- We have needs to use Cognos more effectively. Our current users are struggling to troubleshoot and producing efficient reports.

Student Services

Bill Allbritten
- Will report on proposed Social Media Guidelines as follows
- Draft-------Draft-------Draft
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- Social Media Use Policy
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- The use of Social Media has become an increasingly popular practice for communication within corporate organizations. Murray State University recognizes the use of social media as a component of academic, management, and student oriented communication.
- It is the purpose of this document to call attention to existing policies that may have impact on official use of social media by Murray State University faculty, staff, and students. This Document defines official use as limited to accounts that belong to and express content related to department/unit/division levels of organization within the university. Also, a registry of a social media presence with the Office of Publications will place that presence in the official category. It is also expected that users will seek out resources for best practices to insure the greatest effectiveness and safety of the use of social media.
- Individual accounts obtained through and referenced by non-MSU email addresses or other electronic identification do not fall under the scope of this document; however, users of individual social media accounts are reminded that such use can create instances of personal liability in the event of misuse of these accounts.
- This document is not submitted with the intent to manage or specify content but with the intent that users of social media view as important compliance with these existing policies.

- 1. Murray State University Acceptable Use Policy
- 2. Regent's Policy on Faculty and Staff Liability
- 3. Murray State University Privacy Policy
- 4. Faculty, Staff, and Student Handbooks
- 5. Policies regarding use of copyrighted symbols, names, titles, etc.
- The unauthorized release of restricted (FERPA, HIPAA) personal information via social media activity is prohibited.
- The use of social media to harass (see harassment policy statements in the various handbooks) others is prohibited.
- The use of social media accounts deemed official to engage in activities for personal gain without specific university authorization is prohibited.
- The use of social media accounts deemed official to engage in any activity prohibited by statute, regulations, or policy is prohibited.
- It is a good practice to have two individuals (minimum) with access to a social media presence to ensure timely ability to modify content.
- If the use of social media is a requirement for participation in a sanctioned university activity; affected users must be aware of the privacy risks inherent in such activity. A good practice might be to allow those whose participation is required to establish an account strictly for this participation.
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- Also will report on planned use of Elluminate to provide mental health counseling services to remote campuses.

Fred Dietz
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Finance and Administrative Services
Debbie Wagoner
- Daniel Williams begins 9/13/10 in new Systems Administrator & Technology Coordinator position for Fac Mgmt
- AiM (facilities management system) Phase 2 go live scheduled for 11/08/10. On line customer requestors for work orders and motor pool reservations will be trained in January.

Tom Hoffacker
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Institutional Advancement
Catherine Sivills
- We are working with Quick Solutions to help diagnose the speed of the new server as it relates to the configuration of the CMS. Thanks to IT for their help with this project. We hope to have the speed of the server/CMS working together soon so we can move forward with new changes to website (as far as content and usability).
- Blue Fuego was on campus the end of August to meet with everyone in Institutional Advancement and Recruitment. Our goal is go have a university social media strategy that we can all sink our teeth into. Blue Fuego specializes in higher ed and had suggestions for additional content, design, implementation and measures for our social media plan. We will work with them for the next three months as we work up a plan. Part of the plan is to create a social media group (anyone on campus who has an interest in utilizing social media for

their area). We would get this group together once a month to share ideas. Another goal is to have an inventory of all university related social media pages/groups, etc. We would list this inventory on our www site.
- I have met twice with Adam Murray regarding the group that Provost Bonnie Higginson gathered together (from the academic side) regarding the website concerns/questions. Many of the recommendations that group made are in our plan now - very helpful recommendations. Many of the recommendations were small things the group noticed that would help with navigation. The home page is still static until we feel sure the speed issue is resolved and then we can return our focus to content and where things live on the website.

Linda Myhill
- We have been testing a new version for our alumni/development database. We will put it into production on October 11.

CE/AO (Lisa O'Neal)
- Jack Smith will now oversee all technology issues within Continuing Education on Murray's main campus. Trevor Miller oversees all ITV functions and extended campus technology.
- We did not receive the grant to update ITV equipment. We hope to re-apply and seek other grant opportunities.
- Installation of a new computer lab in the Community College (3rd floor) is complete.
- The Transfer Center has moved from the basement of Sparks Hall to its new location in the 3rd floor of Lowery.
- Installation of computers from the KATE office is in progress.
- ITV on campus enrollments have increased by 181 compared to last fall. Current ITV enrollment is 528.
- Online enrollments have increased by 446 compared to last fall. Current online enrollment is 2,685.
- Compared to fall 2009, the number of duplicated online courses being offered has increased from 106 to 129.
- Six new online courses have been introduced for the fall 2010 semester.

University Libraries
Adam Murray
- Hired a new Technology Coordinator to handle the many computers and peripherals used internally
- implemented an eBook Reader Fleet comprised of iPads, Kindles, nooks, and Sony Readers - each loaded with the FRE book "Last Town on Earth"
- In additon to the eBook Reader Fleet, we have added iPods (for music listening assignments) and video cameras to our circulating collection

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College of Business
Jack Smith
- Upgraded all labs and classrooms from Windows XP to Windows 7. Ran into several issues with this conversion. Had to reinvent the wheel on the majority of our scripts and imaging process in order for everything to work.
- Still evaluating whether or not to switch to Office 2010 in labs and classrooms for the spring semester. We have had a few faculty switch over and they seemed very

pleased with the new version. They say that the software is easier to learn than 2007.
- Upgraded all other software to the newest versions possible in labs, classrooms, and reimaged faculty/staff PCs.
- Construction on the classrooms and offices from the acquisition of the remainder of Wilson Hall has been completed. Some technology has been installed. Remaining technology will be installed this semester.
- Working on installing our RacerVision units in both Wilson and Business Building.

College of Health Sciences and Human Services
Tracey Wortham
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College of Agriculture
Ryan Morrow
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College of Education
(Ron Milliner)
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College of Humanities and Fine Arts
Sue Sroda
- Tech work in CHFA this fall is mostly a continuation of existing initiatives--installation of projectors and other technology in classrooms, expansion of computer classrooms using the terminal servers, etc. A pilot program has begun for the training and testing of "power user" status through which CHFA faculty and staff can be admins of their own machines.

Colle Wge of Science, Engineering and Technology
Bob Pervine
- One of my Banner mentors asked if the mentors groups will meet for training on Banner 8 before the change over in November. Any plans for this to happen?

IS – Administrative Computing
Brantly Travis
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IS – CIO
- Review of Google migration. Focus on features we will be targeting for universal adoption. (calendars and documents)
- Planning activity for this fall has begun. Please remember to keep IS in the loop for your unit's

plans that either have a technology dimension or assume a particular technology infrastructure.
- Multiple sources of Text messaging are now possible on campus (Emergency Notification, and TouchNet for the moment). Soliciting thoughts on how to avoid confusion about this when communicating with the campus community.

IS – CTLT
Hal Rice
- CTLT reworked the RacerNet web site to hopefully make it a bit easier to find the information needed by users. The look was altered to have a similar appearance to the MyGate page to offer some coordination between the two systems. All the announcements that previously required scrolling through as long list is now available as links that are fed by RSS. We eliminated several items that really just took up space and tried to keep the links that are really important and often used on the area of the screen that does not require scrolling. Nothing has been lost but simply rearranged on the page and it seems to have been well received.
- Along with the redesign of RacerNet CTLT purchased and made availaable a new knowledge base system which can be accessed by the "Support" tab located near the top of the page. This is an attempt to assemble as much support material as possible in one easy to find location. We will be adding new information and help topics on a wide variety of subjects as time allows. The system offers a multitude of methods to find help on topics. You will find a subject category listing, a featured article section, a recent article section, and a most popular section. If you know what you are looking for a search function is built into the system that allows the user to search by a keyword or phrase. The site worked very well with the recent move of our mail system and contains complete instructions on setting up both Outlook and RacerMail on your computer. The user is given step by step instructions on many technical support issues and can be very helpful during hours when the Help Desk is not manned.
- We are currently testing the latest version of the Blackboard course management system. It will be rolled out during the Christmas break this year. This new version, 9.1, is quite different that our old version and will require some training for faculty prior to the roll out. Training sessions will be offered throughout the fall semester so watch RacerNet for the schedule. All current course material will be migrated to the new system at the roll out. This does mean that for a short period during the Christmas break Blackboard will not be available to allow the migration of this material.
- The Help Desk has initiated a new phone tree system in an effort to connect callers with the proper personnel to assist them more rapidly. When the user calls the Help Desk they will hear a menu to allow them to select the area of assistance they need by pushing a button on their phone which rolls the ring to the proper location. This seems to be well received by our users from across campus.
- CTLT will be sponsoring an online registration for the EDUCAUSE Conference this October. EDUCAUSE is a leading nationwide conference for higher education professionals and includes numerous tracks for many areas from technology to teaching and learning. This is an excellent opportunity for faculty and staff to hear from leading experts on a wide variety of topics. We will have the sessions streaming in our classroom and anyone who wishes to come is welcome at no chaarge. If you wish to see the schedule it can be found at; http://www.educause.edu/E2010/Program/Online

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IS – Network Services
Tommy Phillips

- We are currently in contract negotiations with AT&T for our redundant Internet connection. We are still hoping to have it in place by Spring 2011.

IS – Operations & Systems Programming

Mark Belva

- More servers have been added to Tivoli Storage Manager. We have done several file restores using the Tivoli Storage Manager.
- Created a Standby Operating System for the Tivoli Storage Manager server and sent it to SunGard Availability for validation. SunGard validated the SOS. We have applied several Tivoli Bare Metal Restore licenses. We have begun preparing for the DR test to take place in October.
- We have helped with the patching and database upgrade efforts. We have assisted with Prod to Test clones.
- We have deployed several Cognos reports. Security and changes have been implemented in Test/Production Cognos when requested.
- We installed the BDMS Test Bundle. Financial Aid, Procurement, Admissions, and the College of Education have gone production with BDMS. Registration is in the final stages of testing and training. Several rubber stamps have been created in test and production BDMS.
- Operators have assisted with the mainframe to disk storage conversion. CICS, SDSF, and RMF have been taken down and disabled on the mainframe.
- We assisted with the BDMS upgrade in Banner 8. We assisted with testing in Banner 8.
- We assisted in deploying AppWorx modules and AppWorx security.
- We assisted with application of Operation Data Store patches and Cognos Patches. We implemented a new model in Cognos Frameworks.
- Doug Tally is taking over the Banner Security functions and Mark Belva will be the backup.
- We assisted with the summer shutdown.
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IS – SAN/Security/Email

Brian Purcell

- Google Migration complete, big thanks to all involved and affected for their effort and patience as we completed this. Overall I think it was a smooth transition.
- We have begun implementing a new SIEM (Security Information and Event Management) system that also includes Log Management functions. The goal of this product is to collect the millions of log entries generated by our technology use into a single system that correlate and analyze these looking for patterns and anomalies. This will be a long slow process.
- Casey has been working with Tony Powell and Catherine Sivills to try to address the poor performance of the new www.murraystate.edu site. Currently we have a new server waiting in the wings with extensive hardware upgrades. Catherine and Tony's group has also brought in a consultant experienced in advanced CMS (content management system) performance tuning to review the server's current config.
- We completed our quarterly Open Shares scans, we found approximately 15, 5 of which were unintentional and Eric contacted them and they were turned off, they didn't contain sensitive information.
- Faculty Regent elections are going well. 60%+ turnout so far, only a few minor problems with

logins.

IS – Systems Administration
Dave McKenna
- Intently focused on Banner 8 upgrade. The upgrade is currently scheduled for the 19th through 22nd November (weekend before Thanksgiving break). We plan to take the system down at 5PM Friday, and restore service late Monday. There's been some testing going on for a few months already, which should be ramping up towards the end of September. A smooth and successful upgrade depends on end-user participation & involvement, we'll need your help ITAC members!

IS – Telecommunications
David McGary
- Installed upgrades to Emergency Responder E911 system and Unity voice mail system to new servers. Working on installing Call Manager to new servers.
- Starting to work through the changing of the access codes of the dial plan from 9 and 19 to 8 and 18. Once again, this change should greatly aid in reducing the number of misdialed 911 calls. Working on ways to get the word out about the upcoming change to the campus community.
- The SMS Texting Emergency Notification contract has been awarded to SchoolMessenger for Students, Faculty and Staff. We have started to work on the setup process.
- Installed new music on hold file which Mark Welch and Alan Fowler worked on. It is mainly directed toward prospective students.

ITAC Friends and Guests