

Concord University Technology Committee Minutes, April 10, 2013

Present: J. Alexander, M. Angle, K. Bennington, M. Cork, C. Elliott, D. Hill, C. Lamb, M. Litton, S. Lusk, C. Shumate, G. Towers.

The meeting began at 3:00 PM in Rahall 200.

Technology Committee minutes: The minutes of the Feb. 27, 2013 meeting were approved without revision.

Discussion items:

External Account Exception Process: Towers distributed Elliott's March 27 memo to the committee:

"Dear Technology Committee Members,

I recommend we develop a process for creating "external accounts" typically used for granting access to our systems to individuals that are not students or employees of the University. Examples include consultants, visitors, collaborators from other institutions, faculty that may be team-teaching across different institutions, etc.

At other institutions the process usually requires the following:

1. A staff or faculty member to act as Sponsor and make the request.
2. The Sponsor provides the following information:
 - the full name of the person(s) needing the account
 - which systems require access, e.g. Blackboard, Moodle, Banner, computer lab, etc.
 - the business reason for the request
 - the date by which the account is needed and the end date if known
3. The person receiving the account acknowledges our Acceptable Use policy located at http://www.concord.edu/userfiles/files/technology/policies/acceptable_use.pdf
4. The accounts usually have to be renewed at some interval such as annually.
5. A form will serve to capture the information above and allows for the required signatures granting approval.
6. Technology Services will ensure the appropriate Cabinet level approvals, e.g., LMS access should be approved by the Dean's Office, PeopleAdmin access should be approved by HR, Banner Finance access should be approved by the Business Office, etc.

What concerns, questions, or recommendations do you have at this point?"

Towers also distributed the draft CU External Account Request Form developed by Technology Services. The committee suggested revisions. Elliott will revise the form accordingly and circulate the revised form to the committee for review.

Technology Customer Service Survey: Towers distributed the spring, 2012 survey. Discussion resulted in committee approval of re-administering the 2012 survey again this spring. The committee will develop additional questions as necessary for inclusion in future surveys.

Announcements:

Bandwidth: Elliott announced that the first phase of upgrading campus bandwidth to 200 mb was successfully completed on April 7. The remainder of the bandwidth upgrade will be completed in the next two weeks. The scheduled announcement regarding the impact of recreational internet use on internet speed was postponed so that Elliott could speak to constituent groups.

Student printing project sub-committee: Shumate indicated that Doug Moore would schedule the sub-committee meetings.

Constituent reports and concerns:

Hill recommended addressing the budgeting of campus-wide technology infrastructure maintenance and replacement. Elliott will bring the issue to the VP for Business and Finance, Chuck Becker.

Future agenda items:

- Acceptable use policy (Elliott)
- Student tablet use policy (Hill)

The meeting adjourned at 4:15.

Minutes prepared by Towers.

Minutes approved at the April 24, 2013 meeting.