

CALIFORNIA STATE UNIVERSITY, EAST BAY  
**INFORMATION TECHNOLOGY ADVISORY COMMITTEE**

Minutes of the meeting of February 1, 2016, SF-329

Present: Joshua Kerr (Chair, CSCI),  
Jiansheng Guo (Secretary, CLASS, COBRA),

Andrew Carlos (LIB),  
Pei-Hui Hsu (CBE),  
James Mitchell (CEAS),  
Eric Neumann (ITS),  
David Fencsik (CSCI, At-large)  
Roger Wen (Presidential Appointee),  
Borre Ulrichsen (CIO),  
Jessica Weiss (CLASS, FDC),  
Ian Pollock (CLASS, At-large)

Apologies: Joana Chavez (Student Rep.),  
Pablo Garnica (Student Rep.),

Visitors: David Corral, Director, Applications Management Services, ITS  
Thomas Dixon, Information Security Officer, ITS

Meeting convened at 12:05 pm, SF-329

**1. Approval of Agenda**

JM/AC Unanimous

**2. Approval of 1/4/2016 minutes**

JW/PH Unanimous, with changes in 1) reference of Qualtrics, and b) Ulrichsen's comments via email to Guo

**3. Reports**

a) Report of the Chair

- i. Asked for clarification for what FAC wants for RTP software, but didn't get a clear answer. FAC suggested 2 programs, but since ITAC didn't see any demo, ITAC could not recommend. Assoc. Provost Linda Dobb suggest two softwares, one is Interfolio, and ITAC can investigate. However, the Senate will meet tomorrow, FAC had a recommendation already for ExCom. So ITAC won't have time to do anything before FAC recommend to ExCom.

JW: People have some interest in Interfolio. CO wants to see if more campuses can get on board for purchase power.

RW: Interfolio can do the API, interface with PeopleSoft. Interfolio will come back to make another presentation. Now just waiting for some specs.

IP: Can this also be used for Graduate Program application?

- ii. We can add IP's suggestion to future agenda for discussion. Also FAC Chair Jim Murray mentioned PeopleAdmin as another possibility.  
BU: CO would like to have one system for the CSU  
JM: Does the recommendation have to come from ITAC, to ExCom, or it doesn't have to come from ITAC?  
JK: ITAC recommendation is just a referral from ITAC, ExCom makes decisions.

b) Report of the CIO

- i. Introducing David Corral, Director of Application Management Services: Topic: Is it possible to make PeopleSoft user friendly? (question from 1/4 meeting)

DC: It is possible to change, but anything related to PeopleSoft is a huge project and it would be slow. GreyHeller, a vendor for PeopleSoft functionality, can improve user experience and make PeopleSoft fully mobile ready. Campuses try to use this opportunity as a channel to improve PeopleSoft functionality. But a price tag can be about \$100,000. Also issues regarding interaction with semester conversion process.

Q: Can the upgrade to PeopleSoft 9.2 be an opportunity?

A: Yes, but since we have many add-ons, upgrade might be more complicated. We improve usability for degree audit, and also MYCSUEB. Although PeopleSoft is a legacy, modification is possible.

Q: Not sure if staff and faculty consider PeopleSoft to be working well for them, as many are still working on paper for student advising, for whatever reasons.

Q: How is PeopleSoft managed at different levels (CO, Campus, user units)

A: CO team determines general functionality, but Campus can tweak it at its own cost.

User interface needs to be determined by user units (Registrar, Records, Advising, etc.), but ITS can work on it and make changes accordingly, budget permitting.

- ii. GooglePlus security issues:

Thomas Dixon, Information Security Officer

working with campus counsel and CO for the front page message about the information security and privacy when users can learn about the risks.

GooglePlus can be released as soon as cyber security language is worked out.

#### 4. Business Items

##### a. Information Security Awareness

Thomas Dixon, Information Security Officer, ITS

- i. Not merely an ITS matter, but an individual user issue too.
- ii. Focus on public education, campus events, social media, online engagement
- iii. Try to reach out by giving out info and small publicity gifts, FBI on campus visit, etc.
- iv. Student survey (14% of 1450 students responded), also staff and faculty surveys

- v. Plan this year: continue to engage students, staff, and more on faculty, seek out industry leaders
- vi. Questions?
  1. *Any online training?*  
Yes, e.g., FERPA training
  2. *Circumvention of 4<sup>th</sup> amendment issues related to cyber security?*  
Yes, it is definitely part of the cyber security issue. Possibly consider a relevant movie on this issue.  
*I.P. suggested several movies and people to be included in cyber security education, including: Terms and Conditions May Apply (2013) – IMDb; Citizenfour (2014); firechat / epic (tor) browser; Edward Snowden; Julian Assange; Aaron Swartz; Glenn Greenwald; Chelsea Manning; Laura Poitras; Daniel Ellsberg*
  3. *Is there any privacy breach in the past 6 months?*  
Not so far, since the last incident in August 2014.

**b. New Service Desk website**

Eric Neumann, Director, Academic Technology, ITS

- i. New service front page is on now. Contracted with a company who worked well for CBE.
- ii. Calling service time till 9:30 pm M-Th, normal hours Fri. Eventually move to the Help System like BB.
- iii. Chat service is life.
- iv. Catalog needs to be updated and changed yet. Will invite Twinki Mistry, Director of Service Quality, to ITAC to discuss it, so that the request catalog is more user friendly.

**c. Lecture Capture**

Eric Neumann, Director, Academic Technology, ITS

1. Are we doing well for lecture capturing now?
2. How to invest for future? In Jan. 2016, 62 courses recorded. \$40K license cost, some ITS staff to support, editing work time, sometimes empty recording.
3. Questions:
  - a. *Sometimes out of capacity.* Yes, occasionally
  - b. *Do students use the recordings?* 1700 unique students used it in Jan. 2016. 1300 minutes use on a day in Jan.
4. Need feedback from ITAC and faculty to determine future of Lecture Capture.
5. Will put this as an agenda item for next time.

**5. Future Agenda Items**

- a. Car sharing service discussion, with Brenda Madrigal and Derrick Lobo (didn't cover at this meeting)
- b. Also topics on BB, and voicemail system and voip for future ITAC agenda items (new suggestions)
- c. Accessibility issues (new suggestions)

**6. Adjournment**

Meeting adjourned at 1:30 pm

Respectfully submitted  
Jiansheng Guo  
ITAC Secretary