

California State University, East Bay
Information Technology Advisory Committee
Minutes from the meeting of April 3, 2017

- Present: Andrew Carlos, Chair (LIB)
Matt Collins (Interim CIO)
David Fencsik (At-large)
Jiansheng Guo (CLASS, COBRA)
Pei-Hui Hsu (CBE)
Rita Liberti (At-large)
Jessica Weiss (CLASS, Faculty Development)
Roger Wen (Presidential Appointee)
- Apologies: Patrick Huang (CSCI)
Mark Karplus (CSCI, Senate Chair)
James Mitchell (CEAS, CIC)
- Visitors: Twinki Mistry (Directory, Service Quality, ITS)
David Corral(Director, Application Management Services, ITS)

1. Approval of Agenda: Passed (Liberti/Guo)
2. Approval of 3/6/2017 Minutes: Passed (Liberti/Pei)
3.
 - a. Report of the Chair: Carlos received feedback on the ITAC letter of support for ITS office locations.
 - b. Report of the CIO:
Collins is now the Interim CIO. The search for the permanent CIO is progressing. The committee, which the Provost is chairing, has finalized the evaluation process. They are starting to evaluate candidates.

Collins introduced Twinki Mistry, who is the head of ITS's customer service and project coordination.

Liberti requested an update on the room renovations sponsored by Bechtel.
4.
 - a. Computer Refresh Policy Finalization

Postponed for next meeting because Neumann is away.
 - b. Update from ITS re: Senate request
ITS has updated the report. It will be forwarded to the Executive Committee of the Academic Senate.

c. Draft University Web Policy

Corral was present to explain the policy. ITS cannot maintain all content on the University website. This policy defines how units in the University maintain content. Each department, division, or college selects an individual who will be in charge of its content. ITS will train this individual.

Guo asked about who is in charge of University policy regarding University web content and layout. Corral responded that University Advancement should be in charge, as it is part of University marketing, with input from the University community. This policy can include this discussion, but is meant to specify how to distribute responsibility for content.

Guo asked if the policy should go through faculty approval as part of shared governance.

Carlos asked how section 3.2 in the current draft impacts external services like those used by the library (e.g., WordPress, Lib Guide), Athletics, or other units (e.g., SONA Systems in Psychology). The wording in the policy suggests that such tools “may not represent or imply that their opinions or content represent those of California State University, East Bay.” This should be considered in the policy. Perhaps there should be some review to approve external services.

The plan is for ITS to update the layout of all University pages, then hand over responsibility for content to individual units.

Weiss expressed concern that many if not most units lack the resources to do this work.

ITS requested comments by April 7.

Guo requested a list of dead pages and their owners.

d. ITAC letter of support for Instructional Technology Offices

Carlos received feedback and will share. The memo seems less pressing because discussion of locations will wait until the permanent CIO has been hired.

The committee discussed how to have diverse input into planning of office locations.

5. Other Business

- a. There was an issue raised about an email sent to faculty about the Shibboleth upgrade. This upgrade was scheduled at 7pm on the day that Winter 2017 grades were due at 8pm. While a Shibboleth outage did not affect any resources directly involved in grading (e.g., PeopleSoft, Blackboard), the email and upgrade were phrased in a way that suggested the NetID system would be down, and the timing could have been improved.

Adjourned. Next meeting on 4/17/2017

Submitted by David Fencsik