

California State University, East Bay  
Information Technology Advisory Committee  
Minutes from the meeting of May 1, 2017

Present: Andrew Carlos, Chair (LIB)  
Matt Collins (Interim CIO)  
David Fencsik (At-large)  
Jiansheng Guo (CLASS, COBRA)  
Pei-Hui Hsu (CBE)  
Patrick Huang (CSCI)  
Rita Liberti (At-large)  
Jessica Weiss (CLASS, Faculty Development)  
Roger Wen (Presidential Appointee)

Apologies: Mark Karplus (CSCI, Senate Chair)  
James Mitchell (CEAS, CIC)

Visitors: Twinki Mistry (Director, Service Quality, ITS)  
Eric Neumann (Director, Academic Technology and User Support, ITS)

1. Approval of Agenda: Passed (Fencsik/Liberti)
2. Approval of 4/17/2017 Minutes: Passed (Carlos/Weiss)
- 3.

a. Report of the Chair:

Update regarding how to submit policies from ITAC: should be sent to Senate office.

There is one more ITAC meeting this academic year.

b. Report of the CIO:

New service catalog (service desk) went live last night.

Voice-Over-IP (VOIP) Project Update: Single-line phones are being deployed. 240 out of 674 have been activated. This rollout is behind due to problems with transfers from the old to the new system. Working with AT&T to solve the problem. Multi-line phones will be deployed after the single-line roll-out is done. ITS is testing a soft phone option, which would allow users to access phone functions through a computer or mobile device, but requires an additional license.

ITS is working with Accessibility Services and Purchasing to improve the review process for technology purchases (hardware, software and services). Those reviews are for accessible technology and information security. This is sometimes requiring eight weeks to complete and the team is trying to make the process more efficient. They hope to have a new process in place by Fall.

Cloud Services: Recent summit of vendors, including Microsoft, Google, and Dropbox.

Update on the Bechtel Rooms: The room in AE is nearly done. Working on getting a permanent computer installed, which wasn't part of the sponsor's original plan.

Let ITS know if there is anything that needs to be worked on over the summer.

Carlos asked a question about Bay Cloud. Who uses it and what does one need to do to get access for self or students? Neumann says there are over 100 [please check number] student users. The software available depends on license restrictions.

Guo asked who decides on email continuation after faculty/staff separation. Students and retired faculty have CSUEB email for life. What about staff? Discussed

4.

- a. Review/approve retention guideline for Panopto videos and retention guideline for Blackboard/Panopto archives

The policy was presented and discussed.

There is too much data, and no deletion policy. Blackboard courses are stored for 5 terms, then archived, but never deleted. Panopto captures video, audio, and various projected items for an entire class throughout the term. It can be used as a study guide or for reference during a term, but is not intended to be used for permanent storage. Faculty who want to keep part of a lecture can request that it be extracted and stored separately.

Questions:

When does the clock start for content deletion(e.g., when the lecture is given, when it is last accessed)? Discussed starting it at last access, or when the incomplete deadline has passed for the class (6 quarters or 5 semesters?)

Should the deadline be based on individual videos, or the entire course?  
What about storage of other data? Should we create a formal policy and forward it to the Senate? What is the purpose of retaining a full term's worth of lectures?

b. Demo of revised ITS Service Catalog

The new system was presented. It has a simpler interface.

Question about confusion about requests vs. report a problem.

Suggestion to use tool tips.

Questions about features, shopping cart, and layout.

Adjourned. Next meeting on 5/15/2017

Submitted by David Fencsik