Meeting was called to order at 1:02 p.m.

In attendance:
- M. Anderson, E. Yu, F. Maloy, N. Mann, S. Sargent, D. Snyder

Absent:
- J. Boggs ’18, F. Orellana, P. Shrestha ’19

1. Review and approval of Minutes from 02/12/2018
   a. Approved

2. Password Policy Update
   a. Some faculty and students have expressed interest in changing passwords less often. Following National Institute of Standards and Technology (NIST) guidelines, we could move to once a year, with a 16-26 character standard of using passphrases with no complexity (e.g., special characters). However, to implement this new policy, NIST guidelines state two-factor authentication is needed, commonly used words/passphrases must be blocked and it must be implemented across systems (not just email).
   b. ITS does not have the ability to do two-factor authentication across systems and therefore is delaying any type of change to the password policy at this time.

3. ITS Reorganization and New Help Desk strategy
   a. Following recommendations from an external review, on February 14th, Ellen put into effect a slightly different organizational structure within ITS. The Enterprise & Applications team will be split into two groups. ITS needs one group that is focused on understanding all the College’s business processes and whether we need to move to a new Enterprise Resource Planning (ERP) system (as well as the subsequent setup involved with moving to a new ERP). The Help Desk will be split into Tier 1 and Tier 2 levels of support. Primarily, students who have received training to answer help desk calls will staff a Tier 1 support desk. A full time person will manage the student staff at the Tier 1 support desk. Committee members are asked to consider expectations if students are answering phone at the Help Desk. They might not have the ability to solve Tier 2 issues on the spot.
   b. A question is asked, has ITS ever done a survey to gather this data before? A MISO survey is sent out to campus administrators, staff, and faculty regularly. The
satisfaction with the Help Desk in not rated super high or super low—somewhere in the middle. A Committee member notes the bigger problem is when Tier 2 support staff is not available to help immediately. Another states that sometimes interaction through email feels like ITS staff is ignoring them—it has sometimes taken a week or two to get a response to a simple request (e.g., wifi access). Ellen responds that part of the reason for the reorg is to address those issues—to free up ITS User Services staff so they are more available and responsive to Tier 2 requests. In addition, ITS is setting up a new ticketing system with Team Dynamix to allow for better processing and responsiveness with tickets, as well as self-service.

c. ITS won’t make the switch to the new Tiered Help Desk system until Ellen receives a solid plan from Kelly Andolina, Director of User Services. The Committee offered some concerns, as some students demonstrate a pattern of abandoning responsibility when workload gets too high. Some faculty may be unhappy when they reach a student—that ITS is lowering the probability that someone is able to help upon first contact. It is noted that ITS will get some very good students, but others will just take information in and do little else. A suggestion is made to get rid of phone calls entirely and just have people go through the client portal/self-service but it is acknowledged that some people will always want/need a number to call. Ideally, the plan is to roll this new approach out slowly this fall, following an announcement in late August.

4. New Business

a. ITS will start pushing out updates to operating systems of faculty from KACE this summer, after data classification is cleaned up. One faculty member had his students look at the policy and noticed things that were missing, according to the security book used in his class. He will photocopy and share those suggestions with Ellen.

The meeting was adjourned at 1:46 p.m.

Handouts:

- Minutes 02/12/18

Reminder: LCACT website: https://its.union.edu/lcact