Meeting was called to order at 12:59 p.m.

In attendance:

- M. Anderson, J. Boggs ’18, F. Maloy, N. Mann, F. Orellana (remote), D. Snyder, E. Yu

Guests:

- K. Andolina, B. McCaffery

Absent:

- S. Sargent, P. Shrestha ’19

1. Review and approval of Minutes from 05/07/2018
   a. Approved

2. User Services Organizational Change
   a. Kelly Andolina (Director, User Services, ITS) and Bill McCaffery (End User Support Analyst, ITS) gave a presentation to the Committee about changes that are occurring to the organizational structure of the User Services Group in ITS. They highlighted a new, tiered support structure, where they are in the process of implementing the changes, and why the changes are being made.

   i. There will be a Tier 1 group that will gather information and determine the best way to resolve issues. Two full time staff and a cohort of students will staff this initial support tier. Students will take in information and professional staff will route the work orders. The cohort of students will be made up with primarily work-study students. Student workers will receive two full days of training prior to fall semester, on-the-job coaching and review, and ongoing training with online resources. Additional training will be offered during each term (after hours). Professional staff make up Tier 2 and Tier 3 support levels. Tier 2 professional staff has more specialization in roles, as well as experience with technical and application management. Tier 3 support have expertise in enterprise applications, servers, web services, networking and learning technologies + environments. Tier 3 also includes external vendor support.

   ii. ITS is also moving to a new work order management system called TeamDynamix on June 18th.
b. ITS plans a soft launch for the new organizational structure for fall term 2018 and a hard launch targeted for winter term 2019. Students will continue to use the USTAR desk for personal computer support. The tier one student workers will work between seven to nine hours a week. If a student doesn’t show up, two full-time, professional staff will always be there. ITS anticipates an initial cohort of approximately ten, tier one student workers to start. Faculty are encouraged to send any additional suggestions, thoughts, or questions directly to Kelly and Bill.

3. Data Classification documents follow up
   a. Faculty provided feedback the updated draft of the Bring Your Own Device (BYOD) Attestation document. Recommendations mainly included wording and structural changes (e.g., reframing bullets to say “I agree to do the following”, providing a list of approved vendors who can fix/upgrade devices, add “data” in first bullet, “I agree to” is enough for Security Responsibility), as well as reviewing to ensure consistency with overall tone.

4. New Business
   a. none

The meeting was adjourned at 1:45 p.m.

Handouts:
- Minutes 05/07/18
- Bring Your Own Device (BYOD) Attestation document

Reminder: LC ACT website: https://its.union.edu/lcact