

**ITSAC Meeting Notes**  
**February 22, 2018**  
**1:30 – 3:00 pm**

**Attendees:** Tom Ambrosi, Aaron Brumbaugh, Christopher Coons, Jordyn Creighton, Guy Ellibee, Erika Fleck, Fran Hermanson, Craig Howard, John Johnson, Chris Jones, K.D. Joshi, Patrick Keopanapay, Wade Lafferty, Chris Meiers, Kurt Mueller, Greg Neunherz, Tony Opheim, Sasi Pillay, Cheryl Reed, John Schneider, Michael Stamper, Lynn Valenter

**Guests:** Jacqueline Southwick, Lauren Wells

**Locations:** Pullman: Todd Addition 575; Everett: Conference Room 412; Tri-Cities: Floyd 101A; Vancouver: VCL 219; Spokane: phone

**Welcome/Introductions**

Sasi Pillay

**January Minutes Approval**

Minutes approved by members in attendance.

**Shared Services (VM, WAN, End Point Computing)**

**Tony Opheim, Sasi Pillay**

- Group discussed the draft End Point Management Issue Paper that was sent out in February with the meeting minutes.  
**ACTION:** Sasi asked the group to provide feedback on the End Point Management Issue Paper to Lauren by Monday, March 19<sup>th</sup>. Lauren will send out reminders to the group two days and day of for feedback.
  - Lauren will compile all edits and submit to Tony.
  - Sasi wants a cataloged list of technologies each group is using and what they want added to this list. (What each group is doing today and what they want to do.)
  - Sasi also asked the group to think about IT security (encryption, etc.) in regards to what you are doing for your customer base and what you are charging.
    - Craig reminded the group that many of the areas are not service centers, so they are not charging customer, but there is a shared cost with no markup.
    - Sasi would like to look at multi-tier solutions.
      - Group discussed different services and options.
      - Tony spoke to the group about file services options.
      - Sasi talked about addressing IT issues and compliance issues with all shared services.
      - Craig talked about cost and risk and the opportunity to deliver services not offered by ITS but offered by individual units.
- Sasi discussed defining VM as virtual machine by which a distributed system admin has access to everything as if it were under the desk. Think of CAHNERS innovative model of VM; if you have three tiers then everyone can find somewhere to fit in.
  - Tony would use the word “enterprise” in front of the VM service.

## Life after Scantron

### Wade Lafferty

- Wade updated that his college has been using a different service since Scantron only offers multiple choice. His area is looking at using Crowdmark.
- Group discussed the flyer that has been circulating around campus regarding the end of life of Scantron. Multiple areas were caught off guard and concerns were discussed about how the decision was made and the impacts for faculty.
- Sasi updated that earlier this week there was a meeting regarding ITS' handling of this issue. ITS is looking to redress this issue. We have about 150 users of Scantron on the Pullman campus.
  - Tony updated that the Spokane campus (College of Nursing) is using Scantron. We will be sure to include them in the discussion going forward.
  - Sasi suggested a subgroup to explore alternatives. We will assemble an RFI type of process and bring in leading vendors and host focus groups and town halls for the user base. Sasi will send out a campus wide announcement with updates.
    - Christopher Coons (Chair of Instructional Technology Subcommittee) and his subcommittee would report progress back to ITSAC at large and ITSAC would provide steering controls.
      - Sasi will meet with Christopher and his subgroup.
  - Communication, deliberative process of engaging stakeholders, and the issue of funding discussed.
    - Wade wants to expand who the stakeholders are. Sasi noted that we would start with the list of whom we know, and send out communications to identify other/new stakeholders.
- **ACTION:** Greg will find out from Eric Rogers who is paying for Scantron services individually.
- The current rate is 10 cents per scan and that is changing to 30 cents per scan; group discussed new pricing.
  - Tony suggested we keep the 10-cent rate and institute the increase as of July 1, 2018.
  - Wade suggested charging course fees to cover this expense, but noted that this a procedural change and asked for at least one year before the new pricing rolls out.
    - John reminded the group that course fees for next academic year have already been approved.
    - Sasi will discuss with the Provost and present our refined plan at the Provost Council.
    - Scantron will be added as an agenda item to the next Provost meeting.
- Wade asked that Sasi work with his communication team (Jacqueline) to send out a note via WSU Announcements/WSU Insider (as well as targeting directly specific academic groups.)
  - Sasi will send the note directly to ITSAC members and asked all members to forward on to their areas.

## **Office 365 third party application policy and process discussion**

### **Tony Opheim**

- Tony updated that we have four requests for enabling apps (three from faculty) through O365 store.
  - Tony discussed the need for rules/boundaries. When his infrastructure team enables an app, it becomes available to everyone; risks associated with turning these apps on discussed.
  - Tony asked if any of the other subgroups could take on, or for ITSAC to approve that the Infrastructure Subcommittee is the appropriate place for this to land. Group agreed this should stay with the Infrastructure Subcommittee.

## **How can ITSAC support the needs/priorities of WSU?**

### **(Open discussion)**

- Group discussed sending out the survey.
- Strategies moving forward:
  - Internally with ITS, we are updating our roadmaps. Once updated, we will present the ITS roadmaps to ITSAC.

## **Survey of IT Services at WSU**

### **Jacqueline Southwick**

- A draft survey will be sent to ITSAC members for review and feedback.
- Sasi discussed the item from the November ITSAC meeting minutes when he asked to create a unit leader (VP, Chancellor, Dean, and Director) and allow Tom's team to do a security assessment for risk.
- This is not a replacement for the ITS questionnaire regarding contracts and security. We are looking at a new risk assessment BPPM, and we are looking at redoing the survey and security language.
- **ACTION**: Sasi asked for feedback on the survey within the next three weeks. Please send all feedback to Lauren to compile.

### **Status on:**

#### **Policies on IT Security Privacy, and Accessibility**

#### **Videoconferencing**

Group did not discuss—this item will be added to next agenda

### **Subcommittee Updates**

Sasi asked each subcommittee Chair to confirm membership with Lauren.

### **Microsoft Executive Briefing (March 26<sup>th</sup> and 27<sup>th</sup>)**

Sasi will send out the agenda once he has it and members to let Lauren & Sasi know if they want to attend.