

WSU ITSAC MEETING - Minutes - approved

MEETING INFORMATION

Date: January 16, 2020
Time: 1:00pm – 3:00pm
Location: Pullman: Todd 575, Zoom 439466318

MINUTES

1. Welcome/Introductions/Approval of 11.21.19 minutes - APPROVED

Sasi Pillay

2. Hyperlinks in University communications - APPROVED

Jacqueline Southwick

- Possibility of shifting over to HTML and to include hyperlinks
- A good portion of our IT emails look and feel unprofessional and they do not address accessibility issues
- MFA will help limit compromised accounts
- We will not use "click here" links

3. MFA rollout update

Todd Weston

- 12.19.20 MFA requirements were turned on for myWSU
- 50,000 unique users per month
- Anden Lewis reports that the Crimson Service Desk is not receiving a noticeable amount of service calls regarding MFA
- 70% of users are using SMS, approximately 3% are using the key

4. Accessibility program status update (2 attachments)

Wendy Steele

- The issue paper provided is to bring awareness and to provide a rationale for funding and a budget model
- Challenges:
 - I. Provided basic components to build a strong foundation
 - II. Reduce WSU risk in regard to reputation and legalities
 - III. Funding model
- Build foundation
 - Training/outreach
 - Resources
 - Tech program support center - staffed primarily by students and incorporate services already being provided
 - Where can faculty and others find assistance currently:
 - Free resources with tools to check your website
 - Accessibility web page
 - ITSAC is asked to provide comments regarding the issue paper to Wendy
 - Sasi and Wendy will present the final paper to the President

5. Building Bridges Conference - August 6 & 7, 2020, Spokane Convention Center

Sasi Pillay

- Michael Stamper will be the WSU representative on the conference program committee
- Sasi will send out the topics list

6. CougNet (tabled for next meeting)

Tony Opheim

7. Sub-Committee updates

I. Capital funding proposals for wireless across the institution

Tony Opheim

1. Den Bowker will be the chair of the committee consisting of approximately 6 members
2. Tony will be initiating a position paper that ITSAC can work from
3. Evaluation to be wrapped up by March 1, 2020
4. \$100,000 matching funds on the table from central IT
5. Greg Neunherz - recently there was a course where the instructor was using a solution in Todd 420. Based on preliminary data, there were missing access points. If wireless is failing, how do we answer that? These types of issues limit teaching and faculty creativity and need to be addressed quickly.
6. A systemic problem we are working with Jon Manwaring to address issues, particularly in the classrooms
7. Difficult to get funding
8. Facilities liaison committee - the institution needs to take a long look and do the capital project for the GUCs
9. The students value the wireless and may not choose to attend WSU if they have heard the reputation of slow network speed
10. The student tech fees have helped keep wireless where it is today
11. University needs to prioritize this issue moving forward

8. Other:

A search will be started to fill Mike Corwin's position. Darren-Michael Yocum has been named interim.