Memorandum

To: Distribution
From: August Axtell
Date: April 11, 2016
Subject: University Technology Council (UTC) – February 19, 2016

Attendance:

Present: Pat Shier, IT Services; August Axtell, IT Services; Spring Sibayan, Kenai Peninsula College; Katie Walker, College of Education; Angelia Trujillo, College of Health; Robert Stott, College of Business & Public Policy; William Atkins, Community & Technical College; Ian Bushell, Kodiak College; Dave Dannenberg, Academic Innovations & eLearning; Bruno Kappes, Faculty Senate & ACDLITe; Mike Robinson, Consortium Library; Vince Yelmene, Mat-Su College; Krista Zug, Disability Support Services; Randy Moulic, College of Engineering; Larry Foster, College of Arts & Sciences; Gabriel Sexton; Max McGrath, IT Services.

Absent: Ryan Belnap, Prince William Sound Community College; Gail Johnston, Community & Technical College; David Fitzgerald, Faculty Senate & ACDLITe.

Welcome & Introductions
1) Agenda – Adopted

2) Approval of Minutes – January minutes approved.

Discussion Items:
1) Updates for Informational Requests – Dave Dannenberg provided a summary of answers to various questions presented at the January UTC meeting.

2) Network Change Proposal – The Council provisionally agreed to move forward with the changes which will enable blocking of insecure network protocols from remote access (internet based) applications. The services to be blocked are: NetBios (Windows network protocol), RDP (Windows Remote Desktop Protocol), Telnet, and SSH (Secure Shell). The provisions for approval are the implementation of a communication plan, rigorous user testing prior to VPN update/upgrades, and reviewing the resiliency of the VPN service.

3) Call Center Statistics – Mark Weisman presented a summary of the last month’s Call Center service statistics. The Call Center’s First Call Resolution (FCR) is at 93% and they are tracking all forms of contacts to include email, text messages, calls, and in-person communications.

4) Email & Calendaring – Pat Shier discussed some of the challenges with email and calendaring amongst MAUs. For the Office365 environment, IT Engineers are working to move everyone from ua.alaska.edu to alaska.edu. Right now this is the back-end work to verify a successful transition.

5) Statewide Technology Transformation Team – Pat Shier provided an update of the team’s status and recommends that the Council read the Statewide Transformation report and the addendum.
6) **Current STF Budget** - The current balances of funds distributed and funds earned in the Student Technology Fee account were presented and discussed. New award allocations will not be distributed at this time and the Council will continue to monitor the revenues received.

**Future Agenda Items:**

- Adjourn: 10:28AM

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