Memorandum

To: Distribution  
From: August Axtell  
Date: January 11, 2016  
Subject: University Technology Council (UTC) – November 20, 2015

Attendance:

Present: Pat Shier, IT Services; August Axtell, IT Services; Katie Walker, College of Education; Angelia Trujillo, College of Health; Robert Stott, College of Business & Public Policy; Gail Johnston, Community & Technical College; William Atkins, Community & Technical College; Ian Bushell, Kodiak College; David Fitzgerald, Faculty Senate & ACDLITE; Bruno Kappes, Faculty Senate & ACDLITE; Mike Robinson, Consortium Library; Vince Yelmene, Mat-Su College; Randy Moulic, College of Engineering; Larry Foster, College of Arts & Sciences; Susan Mircovich, Kenai Peninsula College; Gabriel Sexton; Diane Byrne, IT Services; Chris Axtell, IT Services; Max McGrath, IT Services

Absent: Ryan Belnap, Prince William Sound Community College; Dave Dannenberg, Academic Innovations & eLearning; Karen Andrews, Disability Support Services

Welcome & Introductions

1) Agenda – Adopted with changes.

2) Approval of Minutes – October minutes approved.

Discussion Items:

1) Call Center Overview – Diane Byrne presented statistics for the IT Call Center contact types and call volumes, as well as a comparison of statistics gathered by Gartner. The IT Call Center is looking at implementing new hours of operation effective January 1st. The proposed hours are Monday through Friday from 7am to 7pm, partial hours Saturday and Sunday, and closures on all UAA holidays.

   a. Call Center Hours of Operation Update: Please note, since the October meeting, the Call Center hours have been finalized as follows and will take effect January 1st:
      - Monday through Friday – 7am to 10pm
      - Saturday and Sunday – 10am to 2pm
      - UAA Holidays – Closed

   b. Audio Visual Services – IT Services is looking at conducting surveys and working groups to analyze service needs. Further discussion of this topic will take place at a future UTC meeting.

2) Internet Bandwidth – This agenda item has been merged with Discussion Item# 3. Max McGrath provided an update reviewing current bandwidth issues and measures taken. Wireless speed is still an issue of concern. A UTC subcommittee will be established to review the wireless topic; if you are interested in volunteering, please contact August Axtell at alaxtell@uaa.alaska.edu. Max also provided a report of October copyright infringements, the top 25 applications used within the last 24 hours of the meeting, vulnerable applications, and the recommendation for use of the VPN to access data remotely. A proposal was presented for disallowing telnet, RDP, and SSH from the internet; enabling access upon request. The UTC has tentatively approved this request and will make a final decision at the December meeting.

3) Network Traffic Change Request – See Discussion Item# 2.
4) Supported Computer Lab Open Enrollment – Chris Axtell provided a brief overview of the Supported Computer Lab program and presented a request for the Council’s consideration of whether to implement an open enrollment period in the upcoming year. Open enrollment periods traditionally have taken place in September. Chris is requesting from the Council authorization to let departments know that it will be determined in the Fall whether open enrollment will take place, that way departments will have adequate time to install LabStats, in which the data from this program will be necessary to determine eligibility. The UTC will consider this possibility in the Fall, but at this time, there is no guarantee if an open enrollment will take place.

5) Future of the Student Technology Fee Distribution Structures – Tabled for future discussion.

Future Agenda Items:
1) Call Center Funding Structure – will be presented in February
2) CMS Overview
3) IT Project Updates
4) Blackboard Migration Update
5) Audio Visual Services/Support – will be presented in February
6) Network Monitoring: What Tools We Have Available – will be presented in February
7) Current STF Budget – will be presented in February
8) Future of the Student Technology Fee Distribution Structures
9) Network Traffic Change Request – will be presented in February

Adjourn: 10:36AM

Distribution: UTC Members
UAA Technology Web Site