

Technology Council Minutes
October 31, 2018
1:00 to 2:00
School of Law Room # 244

Members Present:

Daryl Ford, Chief Information Officer
Karen Ethier, Director of Support Services
Jim Galib, Director of Information Technology
Elizabeth Learned, Dean of University Library
Raquel Ortiz, Assistant Dean of Library and Information Services
Joseph Sassi, CO General Counsel
Brian Kacmarsky, Director Administrative Systems
Robert Shea, Associate Provost for the Advancement of Teaching & Learning
Brett McKenzie, Professor of Computer Information Systems
Issa Ramaji, Assistant Professor of Construction Management
Charles Thangaraj, Assistant Professor of Engineering
Carolyn Dias, Assistant Dean Operations and Special Projects
Christopher Langlois, Student
Corey Sabia, Student

Members Absent:

Marcus Hanscom, Director of Graduate Studies
Olga Mesa, Assistant Professor of Architecture
Joseph Roberts, Ph.D. Associate Professor of Politics and International Relations

Introductions, Remarks and Council Mission

Daryl Ford started the meeting with a thank you to everyone for joining the meeting and welcoming everyone along with introductions. The members then stated their names and titles around the table. Daryl also recognizes that not everyone will be available for the future meetings and that the council can invite a substitute in their place if not available. This would give us maximum attendance for the meetings. Daryl stated that the Technology Council is not a forum for airing individual technology concerns. Individual concerns should be addressed offline or directed to the MediaTech Helpdesk. Moreover, the Technology Council is not a governing body with fiscal responsibilities or voting rights.

IT organization overview and services

Daryl proceeded to speak in regards to what the Tech Council's mission is. The Technology Council is an advisory group to the CIO and University Leadership. The group will focus on improving the efficiency and effectiveness of technology for students, faculty and staff. Daryl asked the directors to speak about the services.

- Karen Ethier spoke on the areas of service that are provided as well as how her areas are staffed including the helpdesk, desktop support, event support, digital signage and classroom and technology installation.
- Jim Galib spoke on the infrastructure and operations, disaster recovery along with training with Lynda.com and SANS Security awareness training. Jim also spoke about the speed of the network as well as wireless upgrades.
- Brian Kacmarsky spoke in regards to overseeing Ellucian and the 50+ third party interfaces the Colleague system has. Brian also spoke about new projects such as Colleague Student Planning, and the new Roger Central.

RWU Technology Survey

Daryl passed out information regarding the IT surveys. The surveys allows us to see how Information Technology is doing and how it helps us by providing feedback to better the department. The survey results helps IT look at overall satisfaction for students, faculty and staff. We also reviewed our monthly metrics monitoring the IT progress.

Future Council Meetings

Focused on future agendas. A few topics were brought to the table regarding a Faculty & Staff Intranet, A central software repository, ERP system review, and data security models. Going forward IT Council meetings will be held quarterly.