

UCF Faculty Senate
Information Technology Committee

Minutes of **April 13, 2020**
Via Skype and Conference Line

Melanie Guldi, chair, called the meeting to order at 2:00 pm. The roll was called orally.

In Attendance: Thad Anderson, Lee Dotson, James Gallo, Sandra Galura, Steffen Guenzel, Melanie Guldi (Senate Liaison), Joseph Harrington (Steering Liaison), Athena Hoepfner, Pieter Kik, Viatcheslav Kokoouline, Robert Macy, Heath Martin, Matthew Nobles, JP Peters (ex officio), and Francisca Yonekura (ex officio).

Minutes: Motion and second made to approve the minutes of the *March 16, 2020* meeting. Motion and second made to approve the minutes of the *March 30, 2020* meeting. In both cases, motions passed.

Chair Announcements:

- The chair announced that invited Chris Vakhordjian from Information Security Office provided some information today's meeting and the March 30th meeting regarding the security issues related to Zoom. The following replicates text from his email:

Zoom is safe to use, especially for instructional purposes and that was the general intent for this tool. Of all the media hype there are a couple of things that concern me, and that is Zoom's position on encryption and the incident regarding Zoom traffic being routed through China to address network congestion. Some of the other reported issues have been addressed or are having to do with user settings when meetings were scheduled.

From the application administration point of view, the following are set:

- *Participant Video is Off by default*
- *Join before Host is Off by default*
- *Require a Password when Scheduling New Meetings is On by default*
- *Screen Sharing is set to "Host Only" by default (set by Zoom)*
- *Waiting Room is On by default for Participants*

These settings will mitigate most everything we hear on the news.

I would suggest promoting Zoom for basic instructional purposes. There are other technologies one can use if there is continued concern, such as Skype and Teams. This does not necessarily mean that these are more secure (they just haven't received the same level of attention and scrutiny), especially if we can't control what tool is used on each end of the call. For example, on one side of a call one uses Skype, and on the other side one is using MagicJack. Is that secure? 😊 Perhaps Zoom to Zoom calls, or Teams to Teams calls, are more secure. It gets complicated

- The committee had several follow up questions on Zoom security. 1. Does Zoom security meet with FERPA guidelines? (JP indicated he would follow up with Chris from ISO). 2. Specifically, is it ok to discuss grades via Zoom? (JP provided a link to Zoom's Ferpa guide: <https://zoom.us/docs/doc/ferpa%20guide.pdf> , which includes the level of encryption Zoom uses).

- Next, the chair announced that Michael Sink had provided a report on the length of time IT service requests were taking. JP Peters went over the report (the figures from the report are contained at the end of the minutes) with the committee and the committee asked several questions.
 - During the presentation, JP indicated that they had implemented a new coding of service requests approximately two weeks ago (so approximately 4/1/20) to better identify when a ticket would be expected to take less than 5 days, but actually take much longer.
 - The committee asked whether this could be broken down by requests from faculty vs IT (vs students); and whether we can break down by exact task; and whether we can track time based on who the task is sitting with (like when submitting to a journal)
 - The committee asked how one can reopen a closed ticket. JP indicated that a ticket cannot be reopened after it's closed (tickets are closed automatically after 3 business days). But a new ticket can reference the old ticket number. The committee noted that this might make the "request reopen count" incorrect.

- **Old Business**
 - Continue Discussion of Issues related to Online Learning/ Remote Working due to the COVID-19 lockdown
 - The committee asked whether there were people on campus that could address things like rebooting a computer while the campus is working remotely. (JP indicated there are people assigned to address such on-campus requests).
 - The committee asked whether there is an alternative to the Lockdown Browser available in Webcourses. The Lockdown Browser does not work when using Linux operating system, and per faculty students have increasingly indicated they are working in Linux environment. Francisca suggested several possibilities including HonorLock (going through contract) and Proctorhub (already available in Webcourses).
 - Regarding: Support for research computing (cloud CPU services, cloud document services, continuity of research computing over funding gaps, STOKES financial model, research group system support).
 - The committee suggested inviting key stakeholders to our next (and final) meeting of the year.

- **New Business**
 - None

Other Business

- None

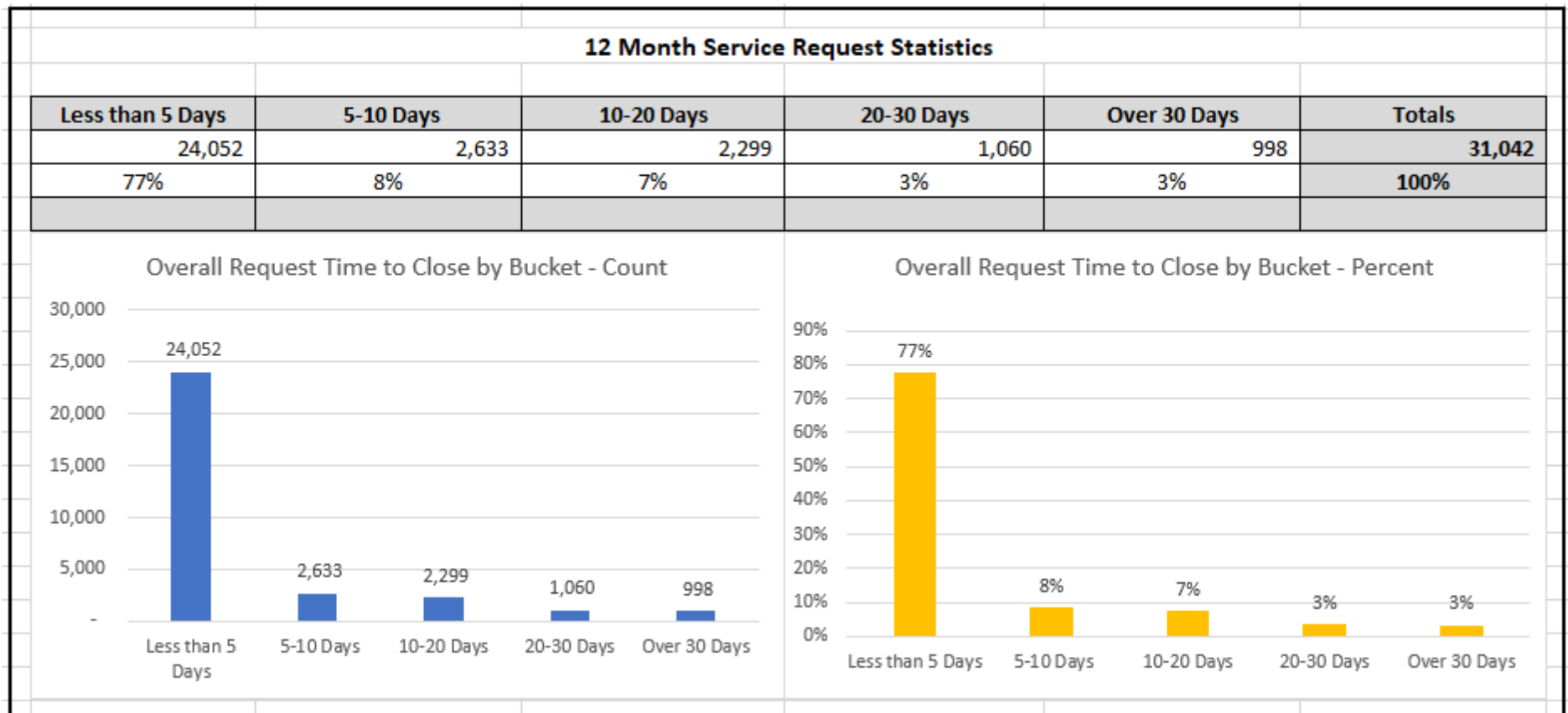
ADJOURNMENT

The meeting adjourned at 2:53 pm.

Report prepared by Michael Sink and Delivered to Committee by JP Peters during the 4/13/20 meeting

Below are some dashboard reports we created that we use on a regular (at least daily – I also look at these every morning) basis to track service levels. JP is going to join the call this afternoon as well and prepare to speak to the reports. I will try to be there, but we are having some medical issues in our household today that may result in a visit to the hospital – non-COVID, but the last thing we want is to go to the hospital right now.

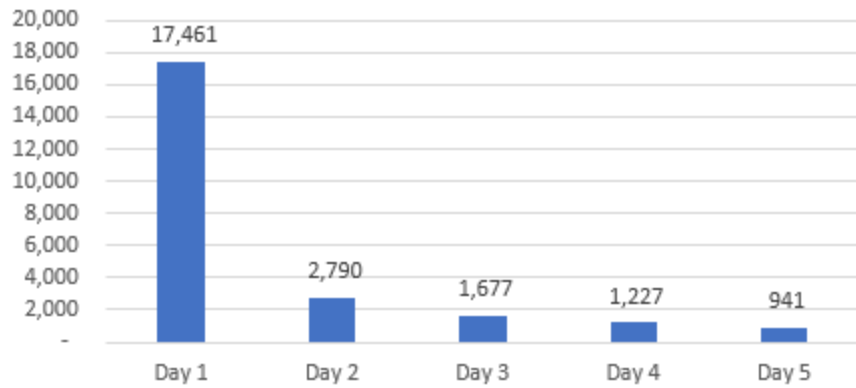
Service Level Targets can be found here: <https://it.ucf.edu/our-services/service-categories/#slt>



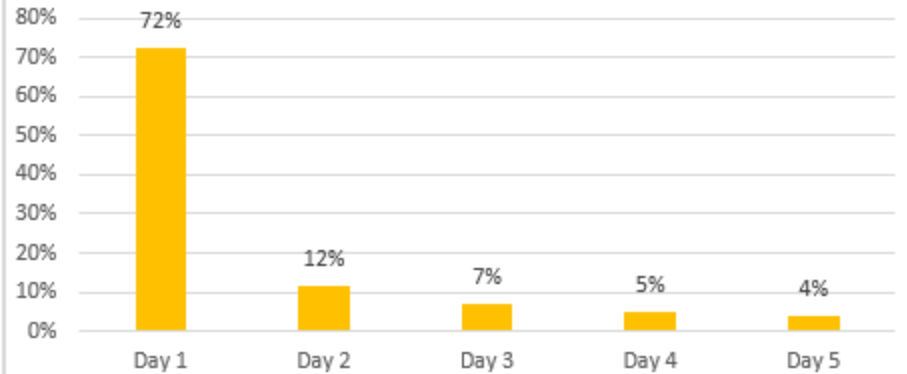
Days 1 - 5 Service Request Statistics

Day 1	Day 2	Day 3	Day 4	Day 5	Totals
17,461	2,790	1,677	1,227	941	24,096
72%	12%	7%	5%	4%	100%

Days 1-5 Time to Close Count - Request



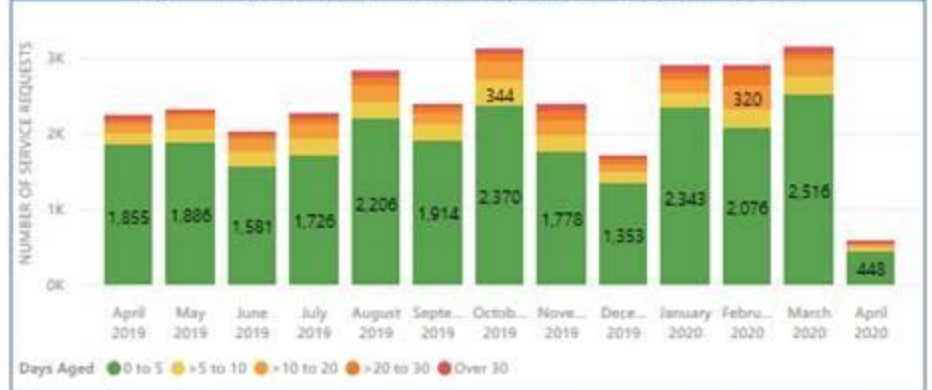
Days 1-5 Time to Close Percent - Request



MONTH OVER MONTH SERVICE REQUESTS TIME TO FULFILLMENT - UCF IT



MONTH OVER MONTH SERVICE REQUESTS COUNT - UCF IT



≤ 5 DAYS AGED

24,052

> 5 TO 10 DAYS AGED

2,633

> 10 TO 20 DAYS AGED

2,299

> 20 TO 30 DAYS AGED

1,060

OVER 30 DAYS AGED

998

TOTAL COUNT

31,042

TOP 15 SERVICE REQUESTS (AVG. DAYS) - UCF IT



SERVICE REQUESTS TASKS (AVG. DAYS) - UCF IT



2,413

OPENED MONTHLY AVERAGE

31,372

OPENED SERVICE REQUESTS

2,389

CLOSED MONTHLY AVERAGE

31,062

CLOSED SERVICE REQUESTS

OPENED VS CLOSED SERVICE REQUEST VOLUME BY MONTH - UCF IT



MONTH OVER MONTH SERVICE REQUEST REOPEN COUNT - UCF IT



OPENED SERVICE REQUESTS VOLUME BY DAY - UCF IT

