

2019-2020 Information Technology Committee
AGENDA

Meeting Date: Monday, February 3, 2020

Meeting Time: 2:00 – 3:00 pm.

Meeting Location: Business Administration I, room 230A

- **Call to Order**
- **Roll Call**
- **Approval of Minutes of *January 27, 2020***
- **Announcements and Recognition of Guests**
- **Old Business**
 - Cloud Storage
 - Data Classification Policy (from 9/30 meeting) <https://policies.ucf.edu/documents/4-008.pdf>
 - Mission of the Committee and how we can function more efficiently (items carried over from last academic year)
 - Description of the committee is available on Faculty Senate page: http://facultysenate.ucf.edu/committees/IT_committee.asp
- **New Business**
 - Linux and current faculty email
- **Other Business**
 - Upcoming meetings:
 - Feb. 6 Steering
 - Feb. 17 IT committee meeting
 - Feb. 20 Faculty Senate
 - Mar. 2 IT committee meeting
- **Adjournment**

UCF Faculty Senate
Information Technology Committee

Minutes of **January 27, 2020**
Business Administration I, room 230A

Melanie Guldi, chair, called the meeting to order at 2:05 pm. The roll was called orally.

In Attendance: Anya Andres, Lee Dotson, Dawn Eckhoff, James Gallo, Steffen Guenzel, Melanie Guldi (Senate Liaison), Joseph Harrington (Sterring Liason), Tameca Harris-Jackson, Pieter Kik, Viatcheslav Kokoouline, Robert Macy, Heath Martin, Matthew Nobles, Michael Sink (ex officio), Francisca Yonekura (ex officio), and Stephen King (guest, Senate Personnel Committee).

Minutes: Motions and seconds made to approve the minutes of each of December 6, 2019 and January 6, 2020. The minutes were approved.

New Business

- Per the chair's request Michael Sink (ex officio member) provided an overview of why UCF was without internet access for one hour on 1/22/2020. He indicated that: "We have redundant fiber connections that form a ring around our geographic sites in Orlando. The ring connects East (main) campus, Datasite (our new offsite datacenter), Lake Nona, downtown campus, and our connection point (Maitland) to our internet services and research network. Due to a lot of construction in greater Orlando, we have fiber cuts occurring almost monthly. Normally, the fiber cuts cause a few seconds, maybe up to a minute, for traffic to reroute along the redundant path. Today [1/22/2020], an equipment failure from our service provider at our Maitland node was causing the connection to go up and down so rapidly that the redundant link didn't have time to reroute before the primary came back up (then back down, so on). Our provider struggled to get the equipment to manually fail over to our secondary link, so we were without either path for close to an hour. This is extremely rare (this is a first since I have worked with them beginning in 2011), because we have so much redundancy throughout our fiber ring and network. We will work with our provider to see if there is a way to prevent such an occurrence from happening again. Depending on what can be changed and how much investment it will take will determine what changes we will make. We continue to chase zero downtime and zero impact."

Joe Harrington asked what is being done to prevent this happening in the future. Michael Sink indicated that there is an open ticket with Cisco to help determine more specifically what happened and how to prevent it in the future. Joe Harrington asked whether there is a penalty for the internet being out for this long, and Michael Sink indicated that there is, but that UCF is an equity partner with the provider, Lambda Rail, (as are other state universities). Melanie Guldi and other members asked whether it would be possible for the mobile alert system to be used to alert the campus community of future outages, should there be a future outage that lasts for an extended period of time (~15 minutes+). Michael Sink indicated that this was typically a system reserved for emergencies, but they are in communication with Campus Safety regarding this question. Melanie Guldi indicated that with the shift to internet-based telecommunication, it is important for the UCF community to be aware of prolonged internet outages in case there is a need to call 9-1-1 (so this is more of a safety issue today than it has been historically). Last, Michael Sink indicated that, regarding the network side, the campus is doing an upgrade over the next 10-12 months to help minimize the impact.

- Resolution regarding broadcast and no-reply E-mail – The committee discussed a newly revised draft resolution regarding broadcast and no-reply E-mail. The resolution was edited by the committee. The committee voted to approve the resolution as amended and the chair forwarded it to the Steering Committee. [The vote was conducted electronically on 1/29/2020.]
- Resolution regarding E-mail for separated employees – The committee discussed a newly revised draft resolution regarding E-mail for separated faculty members. During this discussion, Stephen King (Senate Personnel Committee) indicated that his committee has been discussing complementary issues regarding email, but more focused on Emeritus Faculty. He made several points including that today’s communications are different from the days when communication was via paper mail. Access to the original email address, or at least the ability to receive messages that arrive at the original email address are important for the faculty to remain in communication with academic and research communities. He also indicated that the nature of academic work is different from other careers in the need to stay in touch via email. He mentioned forwarding for 2-5 years seems reasonable. The committee supported these statements. The resolution was edited by the committee. The committee voted to approve the resolution as amended and the chair forwarded it to the Steering Committee. [The vote was conducted electronically on 1/29/2020.]

Old Business

- None

Other Business

- None

ADJOURNMENT

The meeting adjourned at 2:57 pm.

1 **Resolution 2019-2020-20 Automatic and Broadcast Email**
2

3 **Whereas**, it is sometimes necessary for recipients of automatically generated email messages
4 to obtain additional information before responding or taking the action requested in the
5 message, and
6

7 **Whereas**, some automatically generated messages do not provide a means of obtaining more
8 information, and some do not even identify the actual sender or responsible office, requiring
9 faculty to spend time seeking the appropriate contact information, and
10

11 **Whereas**, some faculty may wish to receive certain non-critical broadcast information that
12 other faculty may not wish to receive, such as announcements of certain types of events, health
13 advice, and topical news, and
14

15 **Whereas**, the volume of non-critical broadcast messages is now sufficient to make a more
16 efficient way to manage subscriptions desirable; therefore
17

18 **BE IT RESOLVED** that UCF Policy 4-006.2 “Broadcast Distribution of Electronic Mail” be
19 amended as follows:
20

21 At the end of the “Procedure” section on page 3 add the following:
22

23 *Each broadcast or automatically generated message shall include the name, position, and*
24 *contact information of the person responsible for broadcasting the message and, if*
25 *different, an actively monitored email address for responses including questions about the*
26 *message’s content.*
27

28 **Be it Further Resolved**, that all public, non-essential broadcast lists, such as health advice and
29 departmental public newsletters, must include a method to opt in and opt out. UCF IT, in
30 conjunction with other relevant parties, shall explore approaches and implement an opt-
31 in/opt-out tool, such as a dashboard in my.ucf.edu.

Approved by the Information Technology Committee on January 29, 2020.

1 **Resolution 2019-2020-21 University Email Access for Faculty**
2 **Leaving the University**
3

4 **Whereas**, a faculty member’s scholarship, teaching, and community and professional service
5 are life-long efforts that transcend employers, and
6

7 **Whereas**, access to colleagues through email is critical to a faculty member’s execution of these
8 missions, especially given the permanence of email addresses on published research articles
9 and elsewhere, and
10

11 **Whereas**, a permanent forwarding address for separated faculty (including researchers) is
12 standard practice at most US research universities, and
13

14 **Whereas**, the competitiveness of UCF in attracting top-quality faculty depends on facilitating
15 an individual’s life-long missions in scholarship, teaching, and service, and
16

17 **Whereas**, colleagues and administrators at UCF have an interest in maintaining contact with a
18 separated colleague to conduct research, transfer grants, transfer knowledge from the former
19 employee to UCF, and for many other reasons, and
20

21 **Whereas**, there are no mechanisms in place or available to advise every interested party of the
22 new email address of a separated employee, therefore
23

24 **BE IT RESOLVED** that:
25

26 Faculty members who separate from the university shall be allowed the following:

- 27 1. At the former employee's option, one of the following actions:
28 a. forwarding of email sent to the university email address(es) they were known by to
29 an address of the employee's choosing, forwarding to a Knights email address, or
30 b. an auto-reply to senders indicating a change of address, or
31 c. discarding all messages.

32 The action must be maintained by the Administration for two academic years after
33 the academic year of termination. The former employee may opt to change actions
34 during this time.

- 35 2. Access to or copies of all the email sent to the former employee's UCF accounts and still
36 stored on UCF servers, as tagged and organized into folders by the employee, in an open
37 standard format that can be read by standard email client software. Also, all contacts,
38 calendar entries, files, and other information stored by the employee on UCF servers or
39 on computing hardware provided for the former employee's use by UCF, except for
40 information the former employee may no longer legally access, due to confidentiality,
41 privacy, license, or similar reasons. Data related to the former employee’s non-academic
42 functions (e.g., staff or administrative work) is excluded. The former employee must
43 specifically identify the material to be given and provide the storage media to be used or
44 access to online storage outside UCF that will receive the data. At UCF's option, the

45 former employee may be required to do the copying themselves and within a
46 reasonable time.

47 The Provost or President may restrict or alter a former employee's access to protect the
48 interests of the university. In such cases, the reason, manner, and duration of restriction must
49 be written and reported to the former employee. Such cases should be rare. A summary report
50 of the number, nature, and reasons for such restrictions in the past academic year shall be
51 delivered within 60 days after the end of the academic year to the Chair of the Faculty Senate
52 Personnel Committee.

53 Since the Collective Bargaining Agreement preempts the Resolution process, the
54 Administration may, at their option, restrict the access of groups of faculty whose post-
55 employment email access is covered in the Collective Bargaining Agreement to the rights
56 negotiated therein, without restricting the access of other groups.

Approved by the Information Technology Committee on January 29, 2020.