



# Faculty Senate

## Information Technology Committee

Agenda for meeting of Tuesday, March 15, 2022, 2:00 p.m.

Zoom Meeting:

<https://ucf.zoom.us/j/95688786351?pwd=K0lIOWM0ZWdsRmhUTkNWcmFvbkm5Zz09>

- Call to Order
- Approval of the Minutes
- IT Workshops [Shafaq Chaudhry]
- Options for Infrequent Telephony [Joe Harrington]
- Review
  - Mass E-mail policy
  - Process/policy for evaluating software in the common-good and charging
- Other/New Business
- Adjournment



# Faculty Senate

## Information Technology Committee

DRAFT Minutes of meeting of Tuesday, February 22, 2022, 2:00 p.m.

Location: Zoom

Roll Call (Screen Verification via Zoom)

Present: Glenn Martin, Lee Dotson, Mehmet Altin, Taj Azarian, Adam Wells, Athena Hoepfner, Matt Nobles, Shengli Zou, Thad Anderson, Francisca Yonekura, Viatcheslav Kokoouline, Sumanta Pattanaik, Chad Macuszonok, Hank Glaspie, Christine Meholic

- Call to order at 2:03 pm
- Approval of the Minutes for February 8, 2022
  - No amendments to minutes
- Mass E-mail policy
  - For over 1,000 recipients. Examples: all students or all faculty and staff. Send after 4:00 pm or on weekends. Review of information collected from other institutions. Does not apply to emergencies. UCF Broadcast Distribution of Electronic Mail <https://policies.ucf.edu/documents/4-006.pdf>
  - Colleges/Departments can keep their own distribution lists and send themselves. Difficult to control locally sent “mass” emails.
  - UCF has an electronic data use policy to address email/cyber hostile workplace.
  - Who would draft a new policy? Suggested Marketing or the President’s Office
  - UCF Privacy (Dan LoPresto) is working on an opt in/opt out of mailing lists. Suggestion to invite him to a future meeting.
  - Examples of criteria applied to mass email:
    - Announcements only
    - Audience-specific approval levels
    - Recipient count and period of time determine mechanism to send
    - Accessibility requirements must be met
    - Security requirements must be met (no attachments)
    - Emergency or Informational Classifications
  - Comparisons – most required VP level or above for mass email approval. MIT language is “senior leadership” for approval. UCF policy isn’t that different from others.

# Mass Email policy comparison

Institution	Types	Audience	Approval required	Criteria	Examples
U. Florida	N/A	Students	Office of VP for University Relations, submitted by appropriate VP.	Student health, safety, emergency notice; students in a broad cross section of colleges; department, college or grad school listserv; e-newsletter	
U. South Florida	2 types: <ul style="list-style-type: none"> <li>Emergency</li> <li>Informational</li> </ul>	N/A	<p>Emergency messages</p> <p>Office of the President, VP for Communications and Marketing, VP for Admin, Regional Campus execs.</p> <p>Informational messages</p> <ul style="list-style-type: none"> <li>Students – Office of the President, VP Comm or VP, Student Success or Provost</li> <li>Faculty – Provost</li> <li>Staff – Associate VP of HR</li> </ul> <p>Must be:</p> <ul style="list-style-type: none"> <li>Identified as emergency or informational.</li> <li>Sent with a valid usf.edu domain.</li> <li>Brief</li> <li>Compliant with fed and state laws</li> <li>Compliant with USF regs &amp; policies.</li> <li>Formatted for accessibility</li> </ul>	<p>An electronic message received by 1000 users within 24 hours</p> <ul style="list-style-type: none"> <li>Emergency – affects daily schedule or the ability to perform USF-related duties, ability to use USF facilities due to unusual circumstances or civil emergency.</li> </ul>	<p>Emergency</p> <ul style="list-style-type: none"> <li>Campus closure due to: <ul style="list-style-type: none"> <li>Hurricane</li> <li>Severe university network outage</li> <li>Multiple building closures</li> <li>Enterprise system outages (student, admin)</li> </ul> </li> </ul> <p>Informational</p> <ul style="list-style-type: none"> <li>Not urgent but relevant to teaching, research, public service or student involvement</li> </ul>

# Mass Email policy comparison

Institution	Types	Audience	Approval required	Criteria	Examples
MIT		<ul style="list-style-type: none"> <li>All members of the MIT Community</li> </ul>	MIT Senior Leadership has authorized certain individuals to send electronic mail to large groups, e.g., all faculty, all employees, all undergraduates, Class of 2022, or to the entire MIT community.	<ul style="list-style-type: none"> <li>Cannot use electronic mail to create a hostile work environment</li> <li>No commercial use</li> <li>No promotional or solicitation</li> </ul>	<p>These lists are not open to posts from the community at large. Contact the owners of these lists for further information.</p> <p>Users should understand a service's policies prior to use. Service operators and providers should, to the extent feasible, publish their terms of service.</p> <p>Any content posted to a service that is inconsistent with these rules, as well as unsolicited mail from outside of MIT (e.g., spam), may be subject to automated interception, quarantine and disposal.</p>

# Mass Email policy comparison

Institution	Types	Audience	Approval required	Criteria	Examples
Ohio State U.	Observe security IT requirements.			<ul style="list-style-type: none"> <li>From and Reply-To must be @ohio.edu or approved business partner</li> <li>Links that collect info must point to an ohio.edu website or approved business partner.</li> <li>Direct links to a login page are NOT allowed.</li> <li>Links to external sites are allowed for informational purposes only</li> <li>Cannot collect info.</li> <li>No URL shorteners or QR codes, must be human-readable with the actual destination</li> <li>Avoid attachments</li> <li>Accommodate accessibility with plain-text or multipart plain-text/HTML</li> <li>In text, not embedded in images or inaccessible by test-to-speech software</li> <li>Must include "alt" text that describes the image for low-vision recipients</li> </ul>	

- Process/policy for evaluating software in the common good and charging
  - Trying to put together an algorithm to determine common good
  - Collecting input from deans, faculty, students, and committees
  - List of current software purchases are easier to access for TPC purchases (number of licenses, cost, etc.). P-Card purchases are not readily available to access.
  - Working to establish governance structures. Provide regular review to continue funding.
  - Initial list of common good software suggested from a list pulled from TPC purchases IT@UCF software with highest spend. Denotes current annual spend and the cost to expand to an enterprise license or license all faculty and staff. Proposing to fund first year via HEERF funding then work with central IT for follow on years. Work to build repeatable processes and procedures.
  - Goal for basic needs to be centrally funded – Microsoft Office and Teams calling examples given.
  - Still needed – webpage/database of curated list of software/licenses available. Central place to go for information regarding the list and how to obtain access.
  - How to propose new software for common good purchase? Take to upcoming governance structure. Faculty Senate would be one way to provide inputs.

# Software as a common good Criteria

Expenditure across the university
Number of licenses required
Number of departments using the software
Needs to be centrally managed
From FSIT Committee Minutes (below)
Is not customized for an individual department
Used by a majority of the campus
Have a significant impact on the campus
Critical to the campus
Has high risk for reputation, confidentiality integrity or availability of operations or assets

- Issues regarding Open Records Law
  - Hold for Matt Hall's input
- Other/New Business
  - Discussion about difficulty logging into UCF webmail or web courses when using the VPN due to blocking outbound connections. VPN is for inbound connections to UCF hosted connections only. Blocks anything that isn't ucf.edu domain. Maybe able to check VPN settings to access certain sites. Contact tech support to work with network security. Possibility of trying the Cisco Anyconnect VPN (note: can't use for authentication for UCF systems). Here is the page with info and a download link for Anyconnect. [https://ucf.service-now.com/ucfit?id=kb\\_article&sys\\_id=ff89f4764f45e200be64f0318110c763](https://ucf.service-now.com/ucfit?id=kb_article&sys_id=ff89f4764f45e200be64f0318110c763)
  - Guest wireless access doesn't allow guests to connect to their non-UCF email and other outside systems. Policy was put in place in 2008. Hank will investigate.
- Meeting adjourned 2:50 pm