

UCF Faculty Senate
Information Technology Committee

Minutes of **March 30, 2020**
Via Skype and Conference Line

Joseph Harrington, vice chair, called the meeting to order at 2:00 pm. The roll was called orally.

In Attendance: Lee Dotson, Dawn Eckhoff, Steffen Guenzel, Melanie Guldi (Senate Liaison), Joseph Harrington (Steering Liaison), Athena Hoepfner, Pieter Kik, Viatcheslav Kokoouline, Heath Martin, Matthew Nobles, Michael Sink (ex officio), JP Peters (ex officio), and Francisca Yonekura (ex officio).

Minutes: Minutes from the 3/16/20 meeting were not circulated prior to this meeting.

- **Old Business**

- IT has its annual satisfaction survey open for the next few weeks, no results yet.

- **New Business**

- None

Other Business

- The committee had a discussion of the transition to remote work, due to COVID-19 lockdown.
 - VPN licenses increased from 499 -> 10000 March 13.
 - VPN connections spike to 2500/day 10a - 3pm
 - Microsoft. Zoom, other services see 700% utilization jump, generally handling it, no major hiccups.
 - Library has some substitutes for physical items, contact your librarian.
 - IT is putting together a "lessons learned" document, things to improve for remote access. E.g., software that doesn't work well remotely, connection speeds, etc.
 - IT working on applications that don't work well remotely, e.g., ARCGIS, which uses GPU on local machine. They got funding from the Provost for cloud access that works better. This will work through Spring, possibly Summer, semesters. Faculty are happy with the cloud performance.
 - Discussion of using thin clients or student computers with cloud-based class machine in the future. i.e., don't have that local GPU machine for the ARCGIS example, use the cloud even in the classroom.
 - BeyondTrust remote-support tool available on all platforms.
 - Any student without access to a computer can be referred to UCF Cares.
 - UCFIT increased the number of chat lines on UCF online help, which is getting a lot of use. There is a remote guide for faculty and staff that is getting a lot of use as well.
 - How to make sure faculty and staff have equipment? Library scrambled to get laptops to everyone for work at home.
 - Some departments/units have swiftly moved to electronic timesheets.
 - We had a small discussion of issuing computers to employees.

ADJOURNMENT

The meeting adjourned at 3:00 pm.