



# Faculty Senate

## Information Technology Committee

Minutes of meeting of Tuesday, March 7, 2023, 2:00 p.m.

Location: Zoom

Present: Glenn Martin (chair), Joseph Harrington (vice chair, minutes), Athena Hoepfner, Avery Lane, Bert Scott, Francisca Yonekura, Harry Paarsch, Henry Glaspie, Mehmet Altin, Pieter Kik, Richard Zraick, Shengli Zou, Viatcheslav Kokouline

- Call to order at 2:05 pm
- Approval of the Minutes for February 21, 2023
  - Minutes approved without change
- Old Business
  - Update on policy feedback system. No update from Joe Harrington.
  - Linux support. Qualified students exist who could help as OPS hourly. They need a manager. IT folks are meeting tomorrow about re-posting the position at a higher salary. It needs to be a local position, hybrid on-campus and work-at-home.
- New Business
  - Joe Harrington posed the challenge to know how to get tasks done and getting things done. Hank is offering whether to create a web page or one-page job aids (IT help pages) on how to perform certain tasks like how to connect to a printer, how to access resource X or Y, how to do backups, what software is available for faculty, etc. Discussion included where to host these aids?
  - IT is spending some communications resources/staff on Workday support. Discussion as to why was had.
  - Discussion on IT help tickets, including that they are difficult to file online (it is easier to call in). Response to tickets should include others on the customer's end and allow for tagging so that when customer is alerted on status about a ticket is easily identifiable what the ticket was all about.
    - When calling in for support, staff are very friendly and get things done, but it was suggested that they should not need to ask for the same demographic information, e.g., main office location, computer ID, employee ID, etc., every time the faculty call in. Challenge is that space and staff databases are not connected so support does not have an idea on where the faculty are located, etc. We have 6

Salesforce Customer Relationship Management instances and they don't talk to each other and UCF IT doesn't have one.

- Another good IT website we could emulate:
  - <https://learningtech.virginia.edu/>
- Matt had provided his March IT update video: <https://tinyurl.com/March-2023-IT-Update>
- Meeting adjourned 2:56 pm