

Faculty Senate
Information Technology Committee

MEETING MINUTES

Meeting Date: Monday, October 8, 2018

Meeting Time: 2:00 – 3:00 pm

Meeting Location: College of Sciences Building, Room 221

1. Call to Order

The meeting was called to order at 2:04 pm. Jee Yeon (Jeannie) Hahm volunteered to take the minutes.

2. Roll Call

- Members in attendance: Sumanta Pattanaik, Lee Dotson, Jee Yeon (Jeannie) Hahm, Thad Anderson, Joseph Harrington, Reid Oetjen, Deedra Walton, Barbara Sharanowski, Athena Hoepfner.
- Ex officio member in attendance: Michael Sink

3. Approval of Minutes of October 1, 2018

Minutes (edited by Joel Hartman) from October 1, 2018 were approved.

4. Announcements and Recognition of Guests

No announcements. No guests.

5. Old Business

- Teleconference Technology: Skype for Business

The cost of \$29.50 is expensive. It does not seem to be more cost effective than the current option. What does the fee include? It would be nice to know the list of items the cost covers.

The fee includes the voice component and the network. Skype for Business is similar to Cisco, which is not the cloud. There are cost savings but not as low as expected.

There are mixed opinions regarding the experiences with Skype for Business. Some say there is an issue with sound quality. Some say it is fine. Not everyone on campus uses Skype for Business. According to Mr. Sink, it could be an issue with the Bluetooth. However, he also stated that it is hard to tell exactly what the problem is without doing some research on it. He will investigate the quality issue. He will look at the ticket items to see if there are any reported issues related to sound quality. Suggestion was made by a committee member that telecommunications should conduct a survey to see how users' experiences are.

There are many spoof calls. It looks like a UCF person on caller ID but it is actually not. There is a way to block those external numbers that use internal numbers through voice firewalls. The president was also getting a lot of robocalls.

As discussed in the previous meeting, departments need to purchase technology on their own for their conference rooms since IT does not have the funds for that. However, departments do not have enough funds for that use either. Can we use the technology fee? According to Mr. Sink, technology fee is for instructional purposes. We can use the fee for technology in the classrooms but not for conference rooms. For Skype for Business, we do not need special equipment. We can use the existing equipment for teleconferencing. Alternatively, we can do an exceptional budget request for a block of rooms to purchase equipment. We would submit a request of funds to the university budget committee.

The cost for the Skype phone is a concern. Departments can choose a handset or headset. The headset gives you great mobility. We should have a UCF number (i.e., 823 number) as a full-time faculty. There are departments that switched to Skype for Business and do not have a UCF phone number. They are using their personal phones.

IT is trying to form a committee for solutions. There needs to be sustainable funds that are transparent. Funds should include the equipment and the network. IT is working to continue on lowering the cost but it will not be reduced to zero.

Many people prefer and use Google products (e.g., email, storage, sharing) than Microsoft. Microsoft products are not any lower in cost or better in quality. It is not compatible with Linux. However, there are several issues if we give a choice for email (e.g., gmail or Outlook). If not using "ucf.edu" email account, there is a security issue, control issue, and audit and compliance issue.

How is our network redundancy for instances such as hurricanes? Currently, redundancy (dual paths) is available (to the cloud and in the cloud) and working well. If there is a failure in a path, it automatically gets rerouted to another to ensure no interruption in network availability. IT is working on consolidating data sites to maintain affordable redundancy. It costs \$300,000 a year just to run the power system in the College of Sciences building.

Can we save costs by shared services among remote campuses and the main campus? By shared services, it might limit the choices of vendors but equipment can still be chosen. Exceptions can be made as well.

IT needs to consider the quality of the product. IT is in fact looking at quality. IT is hearing success stories, not just complaints. IT is working on bringing everyone to the same level of service and satisfaction.

- Main discussion of the meeting was the budget model and network funding. Faculty senate can ask for a response from the Provost.
- Items to take to the senate – IT needs to make a list of conference rooms that need technology and put a proposal together. Downtown has funding for technology. As long as the main campus has Cisco, we can still use the existing equipment. The current equipment will be compatible with Downtown. With teleconferencing, initial equipment cost, maintenance, and replacement should all be built into the budget from the beginning. The funding model needs to consider not just the operational cost but maintenance or replacement for 7 years or 10 years out.
- Multi-factor authentication: No further discussion needed. This business is closed.

6. Pending Business

- Microsoft Teams: Could not be discussed during the meeting. Discussion and demonstration to come on a future date.
- Navigation/Directions on Campus: Could not be discussed during the meeting.

7. New Business

- Unify multiple “worklists” in PeopleSoft and other systems: Could not be discussed during the meeting.

8. Other Business

- None

9. Adjournment

Meeting adjourned at 3:06 pm

Meeting minutes submitted by Jee Yeon (Jeannie) Hahm