

Administrative Technology Advisory Committee
1/14/2003

In attendance:

Lynda Lee Purvis, Anthony Ianno, Janice Cliett, Carl Mueller, Boris Peltsverger, Judy Malachowski, Lori Urbani, Stephanie Young, Freida Jones, George Smith, Laurie Lucas, Colette Long, Becky Ann Morris, Margo Weaver.

It was noted that Beverly Carroll is an additional student representative that was unable to attend the meeting.

Minute Taking:

It was agreed that minute taking of the meetings would rotate among committee members so as not to burden any one person.

New Technical Support Procedures & Assignments:

Dr. Ianno requested the assistance of the committee in evaluating various administrative processes on campus. The new procedures for requesting Technical Support are as follows:

- All requests should be made either through email or via phone at x2074
- Ginger Perry will immediately assign the request to a specific technician.
- Ginger Perry will respond to the original request informing the department/person which technician has been assigned to their problem.
- The assigned technician will then contact the department/person directly to coordinate schedules.
- Follow-up tracking to confirm that the issue at hand has been addressed/resolved will be conducted through email.

The types of service requests will be assigned to technicians as follows:

Business/History Building	Dan Bernecker
Education Building	Anthony Ianno
Network Issues	Janice Cliett
Computer Labs	Chris Chappell
All other areas	Dean Crumbley & Lynda Shaw

It was noted that if the technician must remove your computer in order to work on it, substitute machines are available for temporary use until the original machine is returned.

Administrative privileges:

The discussion of the type of access for individual users on campus ensued. Dr. Ianno asked if everyone on campus should be allowed access to the administrative mode or only select individuals? The committee agreed that it should only be for select individuals in order to prevent the pirating of software, inadvertent file deletion, security issues, etc. The following committee members asked for administrative privileges:

Stephanie Young, Continuing Education
George Smith, Physical Plant
Carl Mueller, Math Department

Suggestions were made by the committee for OIIT to create a web page of approved software that is available for faculty/staff/administrators to download on their computers themselves. Another suggestion was made to create a questionnaire to distribute to department heads asking what types of access they would like to have for their area.

Colette Long put forth the following motion:

“A questionnaire will be created and distributed to all department heads asking that individual to designate a ‘technical contact person’ in their area. This technical contact person will have direct contact with an OIIT technician. The departmental technical contact person will follow all of the guidelines and regulations of OIIT in addition to attending relevant training sessions. Once the training sessions have been concluded, the departmental technical contact person will be given limited administrative privileges.”

The motion was seconded by Judy Malachowski and approved by all.

If faculty would like administrative privileges as well, the motion can be changed to read “one or more designated contacts in the area.” OIIT will evaluate and approve all requests for the departmental contact people. This motion will be presented to Academic Council at the next meeting. Dr. Ianno will include a statement on the rationale behind the motion and a policy recommendation. A draft copy will be presented to the ATAC committee at the next meeting.

Network Upgrades:

Dr. Ianno and Janice Cliett have been reviewing the network and have polled/surveyed the other institutions in the USG system. They received 29 out of 34 responses and GSW ranks low on the list. We are behind most institutions, although there are about 6 other schools facing the same issues and outdated hardware. A plan is being developed that will first address the computer labs on campus and then proceed to the Academic Skills Center labs.

The Business/History building, the English Building and the Academic Skills Center are all running on original equipment. Upgrading the equipment for these buildings has become a priority. Funding is a continuing issue, so the upgrading will have to be done over a period of time as money allows. Faster connections to the network also require desktop upgrades and Core subscriptions to avoid overloading the system. All previous upgrades have been done to the Core. It is a moot point to upgrade desktop systems if the Core cannot handle the capacity.

The question was raised concerning physically separating the networks? -- i.e. removing the residence halls from the administration building network, etc. Janice Cliett said this really would not eliminate any heavy traffic patterns since the information all merges eventually. This issue needs to be addressed at the policy level.

Janice Cliett asked to be informed if anyone or any department is experiencing network problems so they may be documented, even if no solution is possible at the time of the report. The Core sites will be reviewed again after the CIS department moves its traffic patterns. Janice Cliett also assured George Smith she would keep him apprised if any increased power sources are expected.

Campus Email:

Dan Bernecker is the new email administrator. Dan will also continue doing tech support until the position can be reallocated if/when funding becomes available. Dr. Ianno said that the possibility of moving from Unix to Exchange for email purposes is being explored. Exchange allows for Web mail, calendar sharing and the possibility of encrypting email.

A question was raised concerning creating a GSW email account upon admission to the University. Dr. Ianno stated that the preference would be to set up a separate student email server. The email address assignment can be made in the Admissions office at the time of application. There is already a place in Banner to record this information, therefore allowing faculty to see and use the email addresses of their students. Dr. Ianno agreed that this could be developed.

Email filtering? The decision was made to keep the email/spam filtering the same. A few people on campus have stated that the filters are too strong, not allowing regular mail to be delivered. It did not appear that this was a campus-wide problem. Dr. Ianno requested to be notified if anyone is still receiving spam emails that the filters are not catching.

Windows 2000 domain:

It was determined that the discussion of the Windows 2000 domain will be lengthy and it was delayed due to the approaching close of the meeting. A separate committee was formed on this topic and the members are: Svetlana Peltsverger, Dan Bernecker, Dr. Shah and Daniel (student rep). The Windows 2000 domain will allow for heightened security as well as protected passwords, etc.

GSW Web Site:

Dr. Ianno identified that there are various servers across campus. It seems there are at least 10 separate servers around campus, but it is not clear what responsibility belongs to which server and who is maintaining them. Svetlana Peltsverger is willing to be the lead person for the 10+ servers, but information on these servers (where they are, what's on them, etc.) needs to be identified and collected before any decisions are made as to what to do with them. The desired goal of the GSW web site is consistency, accuracy, uniformity, and routine review for updated information. A suggestion was made to send all changes for all websites to Svetlana so it would be handled in a central location with one designated person.

ATAC Meetings:

ATAC meetings will be held monthly. Dr. Ianno will email any relevant information to committee members prior to the meeting for review. Depending on the topics being discussed, sub-committees may need to be formed to address particular tasks.

Next Meeting: Tuesday, February 4, 2003
3:00pm
Morgan Hall

Minutes submitted by: Lori A. Urbani