

**Technology Advisory Board (TAB) Committee**  
Friday, February 14, 2020

Hodges Library, Conference Room 605

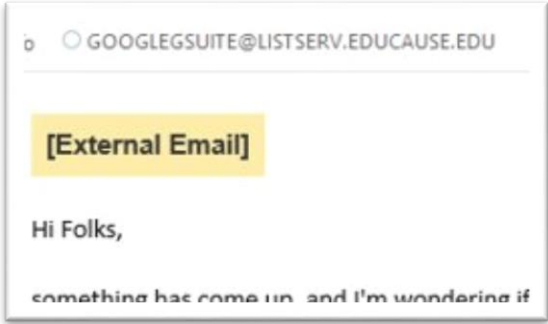
**MEETING MINUTES**

**Attendees: Joel Reeves, Jennifer Gramling, Dr. David Cihak, Larry Jennings, David Ratledge, Jolyon Gray, Chandler Lampe, Evan Painter, Jessie Grieser, Suehyun Choi, Nick Corbin, Simon Rotzer, Nicole Campbell, Andrew Heim** (bold indicates present)

1. Welcome

Joel Reeves welcomed everyone to the February 2020 TAB committee. Meeting began at 3:30 pm.

2. Updates

- External Email Tagging
    - Originally planned to go live February 4, 2020
    - Final testing revealed problems
      - External Email tag highlighting was rendered differently on Outlook for Mac vs Outlook for PC
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- The screenshot shows an email header from 'GOOGLESUITE@LISTSERV.EDUCAUSE.EDU'. A yellow box highlights the text '[External Email]'. Below the header, the email body begins with 'Hi Folks,' and a partially visible line of text: 'something has come up, and I'm wondering if'.
- Students on Gmail did not see the tag
  - Transport rule character limit was reached (~400K characters)
  - Transport rule has been corrected
  - Go live date to be determined but can go live at any time pending communication
  - Go live date is February 19, 2020 @8:00am
- ITSM Tool Replacement (Internal Task Service Management)
    - Currently using two products related to IT Service Management
    - Footprints
      - Incident & Service requests (trouble tickets or break/fix; ~93,014 during last 12 months created)
      - Problem Management (an underlying issue that could lead to an incident; 47 during last 12 months)

- Change Management (the controlled identification and implementation of required changes within a computer system; 2,225 change requests during last 12 months)
    - Looking for something more robust than we have today
  - Unanet (OIT only)
    - Project Management
    - Effort tracking
      - Projects (currently 99 active projects)
      - Services (32 services/maintenance and operation)
  - Several departments use Footprints such as OneStop (~103,325 tickets), Engineering, Music
  - Goal – Find a tool that allows tighter integration and provides more functionality
  - Numerous products but some of the top in this space are:
    - ServiceNow
    - Team Dynamix
    - Cherwell
  - Issued request for proposals in January 2020
  - Vendor proposals are being reviewed and scored
  - Demos to be scheduled in late February 2020 – early March 2020
  - Expect to award bid in March 2020
  - Implementation to begin late spring early summer 2020
- Malwarebytes for Students
  - Students allowed one copy for one personal computer; this version is not managed by OIT
  - Faculty and staff can download the managed version
  - Available for Windows and Mac OSX
  - Antivirus.utk.edu for instructions
  - Communication has begun
  - Look for an article in Vol Update
  - Available now!

### 3. FY20 College/Department Award Process

- February 3-7, 2020 – call for Tech Fee requests
- March 30, 2020 – deadline for submissions
- April 17, 2020 – TAB review/approval
- Early May, 2020 – Colleges/Departments receive award notification

### 4. New/Other Business

- Simon asked if there is an update on using VolCard ID from Android phones. It is still in the works per Nick Corbin.
- Nick asked how many buildings are there on campus. Joel said approximately 250.
- Distribution rate of tokens for two-factor authentication is approximately 3%. Most people have their phone with them.

- Joel asked how the wireless connections are working across campus. Simon said it is good for him. Nick said he believes it has gotten better than last year. He feels like Wi-Fi and wireless throughput has been good and pretty consistent.
  - Nick has a friend that has been looking into IT data collection and data retention. Who would this person ask if they had question regarding this? Joel or Larry are the ones who could answer specific questions. Email them with the questions you have.
5. Meeting adjourned at 3:56 pm. Next meeting: Friday, March 13, 2020, Hodges Library Conference Room 605

Minutes submitted by: Mary Mebine