The Information Technology Services and Systems Committee Meeting was held on 11/09/22 @ 9am; all members present.

- Welcome by CIO/VP for IT, Dr. Scott Midkiff
- Introduction of members; see→ [ITSSC roster 2022-23 draft](#)
  - There are still two slots open for this academic year.
- Overview of committee work, and subcommittees:
  - Charter is here→[ITSSC Charter 2018](#)
    - Changes are pending in the charter.
  - Subcommittees are:
    - Enterprise and Administrative Services: chaired by Deborah Fulton, Associate Vice President for Enterprise Systems.
    - Infrastructure: chaired by William Dougherty, Executive Dir. for Network Infrastructure & Services.
    - Teaching and Learning: chaired by Dale Pike, Associate Vice Provost for Technology-enhanced Learning and Online Systems.
    - User Experience: chaired by Dawn Zimmer, Executive Dir. for IT Experience and Engagement.
- Discussion topics:
  - IT Transformation Update: Scott Midkif
    - For general information about the program→ https://evpcoo.vt.edu/Initiatives/ittransformation.html
    - See slides from Dr. Midkiff's presentation in the committee Google shared drive→
  - TLOS reorganization: Dale Pike and Scott Midkiff
    - See details in the VT News article here→ https://vtx.vt.edu/articles/2022/11/provost-TLOS-transition.html
  - Zoom in the voice space demo/next gen Voice system planning: William Dougherty (See Appendix A below for details).

- - - Link for recording of first session is here→
      https://video.vt.edu/media/1_l1e81myr

  - ○ ERP update: Debbie Fulton
    - ■ See "Future of ERP" slide deck in the committee folder.

  - ○ Associate Vice President for Research Computing search update: Scott Midkiff
    - ■ Interviews and campus visits are continuing.

- ● Future Discussion/Presentation Topics:
  - ○ Google Workspace changes.
  - ○ Where is the demarcation point between central (Division of IT) services and those provided by Distributed IT support units?

Appendix A:

Network Infrastructure & Services (NI&S) is investigating possible solutions as an alternative to the Avaya Phone system. One of the candidate solutions is Zoom Phone. NI&S will be hosting two sessions (Nov. 8 and 17) to introduce the capabilities of Zoom Phone to the university IT community and facilitate feedback. Note that no decision on a replacement has been made, but we are seeking input on candidates.

Session Format:

The sessions will be 90 minutes long and will include a service overview, live demonstrations, and an opportunity for questions and discussion.

The two presentations will be facilitated via Zoom to allow for attendance from multiple locations. The sessions will be similar, with a focus on automation, IT support, self-service capabilities, and the end-user experience -- participants are invited to join whichever session fits best with their schedule.

When:

Session 1:

- Tuesday, Nov. 8, 1:30-3:00pm
- Zoom link - https://virginiatech.zoom.us/j/86344640747
- Additional join info: Meeting ID: 863 4464 0747. | One tap mobile +16469313860,,86344640747#
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Session 2:

- Thursday, Nov. 17, 2:30pm-4:00pm
- Zoom link - https://virginiatech.zoom.us/j/84586304286
- Additional join info: Meeting ID: 845 8630 4286. | One tap mobile +19294362866,,84586304286#

Both sessions will be online – to attend, registration is not required, but **you must log in using your Virginia Tech credentials**. Sessions will be recorded and posted for later viewing. If you have questions, please feel free to contact the NI&S Voice Support team at nis-voice-services@groups.vt.edu.

Information Technology Services and Systems Infrastructure Subcommittee Meeting
February 20, 2023

Agenda topics covered:

- ❖ VT Voice service upgrade and transition
  - ➢ Next 3-18 months
    - ■ More software based comms; less need for devices (i.e., phones)
    - ■ More standards based; Avaya platform, devices, and equipment is largely proprietary
    - ■ More cloud based opportunities
  - ➢ Presentation on this project is scheduled for the April 20th meeting.

- ❖ TLOS Transition→ Infrastructure and application administration to remain part of the Division of IT.
  - ➢ New unit, IT Learning Systems, headed by Senior Director Brian Broniak, reports directly to the CIO at this time.

- ❖ As part of the VT Sustainability plan, there is interest from VT Utilities in on-campus Data Centers
  - ➢ Large consumers of electrical power
  - ➢ Two centrally managed facilities; one in the AISB @ the CRC; the other, primarily for HPC equipment, in Steger Hall
  - ➢ "Server rooms" across campus; potential investigation of where and how large
    - ■ Ensure co-location potentials are understood

- ❖ IT support and operations in the northern Virginia/National Capital region
  - ➢ A reorganization will become effective on July 1, 2023 that will bring three existing staff positions (and individuals) into the division of IT.

Topics raised by membership at the meeting:

- Questions were raised about Zoom voice service's ability to protect PCI data during a transaction over a phone line.
  - Zoom does provide encryption capabilities (we'll hear more about that on 4/20), but NI&S will also engineer a VRF--Virtual Routing and Forwarding is a technology included in Internet Protocol (IP) network routers that enables multiple instances of a routing table to exist in a virtual router and work simultaneously. This will isolate callers/customers who generate PCI related traffic, and keep the entire voice network out of scope for PCI compliance. This technique is in place now for Avaya use.

- A question was raised about the potential for integrating MS Teams into the next gen voice service.
  - The Chair shared that while much work was done on this by NI&S staff, and the university already owns much of the license framework needed (through A5 licenses; although another license would also be needed), the real sticking point was obtaining a service quote from MS.

- The issue of ITPALS and the software procurement review process was raised.
  - The chair is arranging to have this topic raised at the full committee level (date/time to be determined), so stay tuned.

Next meeting:

Schedule for Friday March 24, 2023. A presentation on the Google Workspace initiative and changes is scheduled.