

BRONX COMMUNITY COLLEGE
Of the City University of New York
Technology Oversight Committee
Minutes of the Meeting, October 19, 2018

Language Hall - Lower Level (former Faculty Lounge)
10:00 a.m. - 12:00 p.m.

Present: Loïc Audusseau, Luisa Martich, Mark Lennerton, Michael Miller, Robert Lupo, Eric Carlson, David Taylor, Katherine Acevedo, Chris Efthimiou, Lisa Amowitz, Stephen Powers, Elyse Gruttadauria, Wedsly Guerrier, Carolina Valenzuela, Maria Pantoja, Yun Rung Cyphers, Mehdi Lejmi

Excused: Gina Galligan-Ugarte, Eugene Mananga, Dapo Ibrahim, Jordi Getman, Olusola Alamu, Balori Paulino, Mittal Harini, David Puglia, Karla Williams,

The Co-Chair, Loïc Audusseau, called the meeting to order at 10:05 a.m.

1. Review and Approval of the 9/21/18 Meeting Minutes.

- Co-Chair, Loïc Audusseau distributed copies of the minutes of the 9/21/18 meeting.
- Lisa Amowitz indicated the minutes of the 9/21/18 meeting should be updated to include a request for the creation of a subcommittee to come up with a communication plan for the submission of Student Technology Fee (STF) proposals. Co-Chair, Loïc Audusseau recommended for a working group to be created instead and asked for volunteers to be part of this group. Carolina Valenzuela volunteered to be part of the working group.
- Sixteen (16) Committee members voted in favor to approve the minutes (N – 0, Abstain – 2)
- Co-Chair, Loïc Audusseau, reminded TOC members about their role in the committee and the need for more active participation. TOC members have been selected or elected not only to represent their department but also to advance technology at BCC. Loïc Audusseau indicated that most TOC administrative duties were now completed and that it was time to focus on establishing the technology priorities for the years to come.

2. CIO Report (Loïc Audusseau)

- Employee Online Directory
 - i. Co-Chair, Loïc Audusseau, informed TOC members that the Office of Information Technology was working on updating the college online directory.
 - ii. Co-Chair, Loïc Audusseau, explained that CUNYfirst will ultimately be the main data source for directory information. Co-chair also explained that CUNYfirst does not include functional titles yet and that this information will need to be manually added in CUNYfirst.
 - iii. Target go-live date for the updated version of the online directory is 10/26/18

- iv. Elyse Gruttadauria asked about how new hires information was being added to the directory. Co-Chair, Loïc Audusseau, described the current process.
 - a. HR department creates a record in CUNYfirst for every new employee
 - b. New CUNYfirst employee record triggers BCC email account creation
 - c. A CUNYfirst employee data extract is provided to IT daily
 - d. IT automatically populate/update the online directory using that extract
 - v. Co-Chair, Loïc Audusseau, explained that CUNYfirst is missing employee information such as functional titles and office location (building and room numbers).
 - vi. David Taylor explained that different systems such as Archibus and Resource 25 were being reconciled with CUNYfirst to bridge that gap.
 - vii. Elyse Gruttadauria asked how students were informed when a faculty/staff member changes location. Co-Chair, Loïc Audusseau, also mentioned that not all BCC employees were listed in CUNYfirst with a proper EMPLID.
 - viii. David Taylor informed the committee that the new HR director, Marta Clark, is looking into addressing these issues.
 - ix. Michael Miller asked how the IT group will handle information gathering. Luisa Martich explained that a communication will go out to the individual Academic departments and offices, and asked for everyone's cooperation to respond in a timely manner so we can meet the target date.
 - x. Lisa Amowitz recommended for the directory to be searchable by titles. Co-Chair, Loïc Audusseau, will look into this option and inform the committee whether it can be implemented. Lisa Amowitz said that searching by department would be sufficient.
 - xi. Michael Miller asked if budget codes were tied up with departments. Co-Chair, Loïc Audusseau, confirmed that point.
- Student Mobile Application Upcoming Upgrade
- i. Co-Chair, Loïc Audusseau, informed committee members that a new version of the Student Mobile Application will be released in Spring 2019.
 - ii. New version will include:
 - a. A new design
 - b. More personalization elements and ability to set up favorites
 - c. New student orientation
 - d. Clubs & Groups
 - e. Event Attendance Tracking & Assessment System
 - f. Event Feedback
 - g. Student Community Chat
 - iii. Two upgrade windows: February 2019 and April 2019. Co-chair will share all documentation with the committee and will meet with the Student Government Association (SGA) to discuss.

- iv. Committee member Eric Carlson described several issues encountered with Blackboard when used through the mobile application. Some items are being displayed to students when they should only be seen by the instructor. Co-Chair, Loïc Audusseau, explained that the Blackboard app is embedded into the student mobile app, and to troubleshoot this issue, Blackboard Inc. will need to be contacted.

- Information Security – Extortion Spam

- i. Co-Chair, Loïc Audusseau, reminded the committee that October was Information Security Awareness month. He reminded the group about a significant increase in the number of email phishing attacks targeting higher education institutions, including Bronx Community College.
- ii. Co-Chair, Loïc Audusseau, recommended formal training for faculty and staff.
- iii. Co-Chair, Loïc Audusseau, discussed three types of email attacks:
 - a. Phishing Attacks
 - b. Extortion Attacks
 - c. Cryptoware Attacks

Co-Chair, Loïc Audusseau informed committee members that most of these attacks often share the following characteristics:

- You're asked for something of value
- You're asked to keep the matter secret/private
- You're pressured to act immediately on the request
- You're approached from a position of authority

All suspicious emails should be reported immediately to cio@bcc.cuny.edu.

- iv. Michael Miller asked about the composition of the Information Security Office. Co-Chair, Loïc Audusseau informed the committee that the former Chief Information Security Officer (CISO), Jonathan Lacay, was no longer with BCC and that he was currently handling all information security matters for the College for the time being.

- CUNYfirst Annual Conference (April 18th, 2019)

- i. Co-Chair, Loïc Audusseau indicated that CUNY will organize a CUNYfirst Annual Conference in Spring 2019. The objective will be to encourage knowledge and best-practices sharing among CUNYfirst users. The CUNYfirst Annual conference is not to be confused with the CUNY Annual IT Conference taking place this November 2018. Location and agenda will be announced soon.
- ii. Chris Efthimiou asked if CUNY will remain with the same vendor (Oracle) for CUNYfirst. Co-Chair, Loïc Audusseau indicated that although this topic had been brought up at multiple CUNY IT Steering Committee meetings, there was no plan to migrate CUNYfirst to a new platform anytime soon.

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3. Strategic Priorities FY19-20

- Co-Chair, Loïc Audusseau, presented TOC members with a list of proposed priorities for the committee to discuss:
 - IT Strategic plan / IT Operational plan
 - The State of Instructional Technology at BCC
 - The BCC Academic Computing Model
 - Assessing BCC's Information and Instructional Technology Services
 - IT Infrastructure (voice & data)
 - BCC's Technology Service Delivery Model
 - Information Security Awareness
 - Information and Instructional Technology Staffing
 - BCC Student Laptop Program
- Co-Chair, Loïc Audusseau indicated that the IT Plan should be driven by the College's strategic plan and the upcoming Academic Plan. A draft of the Academic Plan is being developed and will be released to the BCC Community soon. Rather than an IT Strategic Plan, Co-Chair Loïc Audusseau also recommended for the group to focus on developing an IT Operational Plan aligned with the College's Strategic and Academic plans.
- Lisa Amowitz recommended that the BCC Academic Computing Model be looked into.
- Co-Chair, Loïc Audusseau indicated that there are currently fourteen (14) ACC labs across campus and that a self-study was conducted in 2016 to compare current model with other CUNY schools.
- Mark Lennerton reminded the committee that most of the ACC labs are used for classes. Co-Chair, Loïc Audusseau mentioned that for some of these classes, the need for technology equipment wasn't always justified. Lisa Amowitz agreed that the use of a computer lab should be driven by the type of classes being taught and/or the class' curriculum.
- Co-Chair, Loïc Audusseau reminded the group that the conversation was not about closing ACC labs but to revisit the distribution model. Co-Chair, Loïc Audusseau explained that part of the money spent to maintain so many computers (around 500) could be used to fund other projects more aligned with current students' needs such as a student laptop program.
- Co-Chair, Loïc Audusseau recommended that a working group be created to look into the ACC model and asked for volunteers. The following TOC members volunteered:
 1. Carolina Valenzuela
 2. David Taylor
 3. Luisa Martich
 4. Robert Lupo
 5. Mark Lennerton
 6. Elyse Gruttadauria
 7. Lisa Amowitz
 8. Loïc Audusseau (as resource)

- Co-chair, Loïc Audusseau mentioned that the focus of the working group should be on the assessment of BCC's current Academic Computing model, its revision and the development of a BCC Student Laptop Program.
- Co-chair, Loïc Audusseau reminded TOC members that the College had a formal Computer Replacement Plan funded through two (2) sources:
 1. Student Tech Fee
 2. OTPS

4. Closing Comments

- Michael Miller reminded TOC members about the importance of technology planning along with the need for proper communication when new services are being rolled out.
- Co-chair, Loïc Audusseau added that moving forward, he will provide a report on latest IT projects at the beginning of each TOC meeting (CIO report)

The co-chair, Loïc Audusseau, adjourned the meeting at 12:01 p.m.

Respectfully submitted,

Jennifer Reyes, Secretary

Handouts:

- TOC Members List
- Meeting Agenda
- Meeting Minutes for 9/21/2018