Senate Information Systems & Technology (ISAT)
Thursday, October 15, 2015
1:30 PM
718 Langdale Hall

Minutes

In Attendance:

Julian Allen                  Shiferaw, Gurmu                  Dennis Rose                  Andy Farr
Chara Bohan                  Steve Harmon                   Bryan Sinclair               Miranda Pedescoleaux
Brendan Calandra             John Medlock                   Phil Ventimiglia             Ed Stanaland
Chris, Goode                 Kris Niedringhaus              Dexter Banks                 Brad Underwood

CALLED TO ORDER

APPROVAL OF MINUTES

Motion was made and seconded to approve the minutes of August 20, 2015, as presented.

NEW IT ORGANIZATION: INSTRUCTIONAL INNOVATION & TECHNOLOGY

GSU's IS&T and GPC's IT has officially merged. The new organization is now called Instructional Innovation & Technology (II&T), which reports to Phil Ventimiglia. Dennis Rose presented the new organization chart for the new IT organization.

Phil Ventimiglia – Chief Innovation Officer

Applications & Information Solutions                  Mark Hoeting ±
Center for Instructional Innovation                   Julian Allen
Marketing & Communications                            Cassie Wilcox
Research Solutions                                    Gregori Faroux
Technology Services                                   Dennis Rose

Dennis concentrated on his area, Technology Services, in observance of time. However, any of the other departments can be presented at a later date, when requested. Technology Services areas are:

Department                      Director
Business Administration Services *                     Amy Jurgens ±
Client Services                                Dexter Banks ±
Cyber Security Practice                        Ren Flot ±
Enterprise Computing                           Kelly Robinson
Dennis reported that in order to be more efficient, the Data Center team was combined with the Telecommunications team to form the Network Operations Center (NOC), which falls under Network & Telecommunications. The campus will not see or experience any disruption in service; this shift will be transparent to the campus.

Discussion ensued as Dr. Harmon asked questions. Dr. Harmon also stated that this information is very important as the charter does not reflect the past or current IT organization structure. A new charter will be created and will reflect the new organization structures.

**IT HELP DESK SERVICES**

Dexter Banks, new Director of Client Services, gave a brief summary of his work experience. He explained that Client Services interfaces with the majority of the campus. He introduced his managers:

<table>
<thead>
<tr>
<th>Client Service Area</th>
<th>Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Service &amp; Quality Management</td>
<td>Miranda Pedescleaux</td>
</tr>
<tr>
<td>Desktop Support – Main Campus</td>
<td>Andy Farr</td>
</tr>
<tr>
<td>Desktop Support – Satellite Campus</td>
<td>Ed Stanaland</td>
</tr>
<tr>
<td>Technology Service Desk</td>
<td>Brad Underwood</td>
</tr>
</tbody>
</table>

Dexter’s presentation listed the methods on how anyone can contact the Help Center - telephone, email or web site. He also explained the services that the Help Center provided, and days and hours of operation (7:00 AM to 9:30 PM). Dexter also explained the services of the desk side support groups. These groups support devices on campus, by coming to your office or place of business to solve your computer problem(s). Dexter reiterated that anyone with an IT question or issue, to please start with the Help Center.

A lengthy discussion ensued as questions were posed about classroom support, centralized versus de-centralized support, and student support.

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* New Department
± GPC Employee

**STUDENT TECH FEE (STF) AFTER CONSOLIDATION**

Based on the question at the last meeting, Phil Ventimiglia gave an explanation on how Student Tech Fees will operate after the GSU/GPC consolidation. Phil reported that he met with Jerry Rackliffe about this matter. There will be no increases in intuition or fees at GPC. As a result, during the first year of consolidation, both universities’ STFs will operate and be managed separately. When the STFs are merged, GPC will received the same amount of funds as present and spend as they deem necessary. Julian Allen pointed out that there
may be benefits and cost savings to both STFs, when negotiating software licenses. Discussion ensued as committee members posed questions and concerns.

**STF RE-ALLOCATION PROPOSAL**

Dr. Harmon summarized the re-allocation request from Ann England of Arts & Sciences (A&S) (TF20160002). A&S is asking for permission to use $1,790, left over from their renewal fee, to purchase two (2) digital projectors for A&S studios and private spaces. Discussion ensued as members posed questions and concerns.

**Motion:** A motion was made and seconded to approve Arts & Sciences request to spend their remaining funds of $1,790 to purchase two (2) digital projectors. Motion passed unanimously.

**ADJOURNMENT**

There being no further business, the meeting adjourned at 2:30 PM.

Respectfully submitted,

Joyce Carroll