

Information Technology Committee Annual Report September 1, 2018 – August 31, 2019

Goals:

(Submitted to UC in November 2018)

Goal/Metric	Accomplished	In Progress	Not Accomplished
Make recommendations about issues involving identity management and access to a variety of campus systems, including whether to implement multi factor authentication.		X	
Make recommendations about how to implement a recurring and sustainable laptop and technology refresh program for all campus employees.	X		
Make recommendations about how to improve effective communication between the IT department and users, including a lab portal, improvements to Footprints, and chatbot help	X		
Explore issues regarding network space/storage, including the relationship with UA’s official retention policy, and draft recommended guidelines.		X	

What were your top two successes?

1. The committee explored issues regarding the removal of open kiosks in public places, resulting in a resolution approved by UC, and the subsequent removal of some kiosks; others were updated to require an ID/password to authenticate.
2. Older devices not covered by the previous year’s laptop refresh were replaced in the spring.
3. IT implemented an upgrade to the Footprints Help Desk system and changed the IT website to be more service focused.

What were your top two challenges?

1. Budget limitations on the implementation of multi-factor authentication on campus.
- 2.

Please list the dates of your meetings:

September 28, 2018

October 26, 2018

November 16, 2018

December 14, 2018

February 15, 2019

March 15, 2019

April 19, 2019

May 10, 2019