1. Approval of Minutes (February 2020 minutes approved)
2. Action Item Follow-up
   a. Update on the Electronic Research Evaluation Committee – Edl Schamiloglu, Chair
      Edl advised that the committee met. A list of what currently active users of Cayuse
      would like to see in the updated version of Cayuse or in other product was developed.
      The committee will consolidate the list and ask Cayuse to advise how their new
      product aligns with UNM’s requirements. They will also develop a PO for review by
      other vendors such as Click. The goal is for a July 2021 transition. This committee
      will review the responses from Cayuse and other vendors and draft a proposed
      recommendation for the Provost and Regents to review.
      Sylvia asked if the controls that are currently only available to OSP that FRDOs may
      need were included. Edl advised the FRDOs have identified additional features they
      need; this group is pleased with the customer service Cayuse provides. OSP
      experiences difficulty in accessing effective customer service with Cayuse on the
      back-end features. It is not clear at this point that even if these features were made
      available to FRDOs if they would be able to use them effectively. Grace confirmed
      that all additional features FRDOs, OSP, and other committee members have
      identified have been included in the request to Cayuse.
      Duane recommended support and implementation requirements be included in the
      evaluation of all products. Grace asked if Alesia can provide a representative for the
      committee to address these issues. Alesia has been in contact with the committee and
      will be more active going forward. Patrick advised that a faculty senate
      representative, Marek Osinski, was added to the committee.
   b. Update on current Mathematica License and Next Steps Discussion (Grace/Patrick)
      Grace has worked with Angela to confirm current users who are primarily in math,
      statistics, physics and astronomy. Angela advised determining the full scope of
      interest could allow for additional licenses and reduce the cost for current and
      additional users.
3. Informational Items:
   a. APLU Public Data Availability Meeting (Jon)
      Jon discussed the portion of the follow-up meeting he attended. Part of the day was focused on preparing attendees to facilitate broader discussions of APLU goals. Jon noted that the lack of overall continuity in participation by researchers has made progress on the group’s initiatives difficult. In the short term, an area UNM could complete is clarification of UNM’s data retention policy.

   b. Next steps discussion for research computing maturity model assessments (Patrick)
      Patrick shared the updated maturity model. Once the subcommittees have completed their subtabs, Patrick suggested they complete a summary outlining priorities for their area. Mark shared the draft report completed for Research Infrastructure Requirements. Their approach was to use the questions from the maturity model to frame their responses. The questions and associated metrics will be an appendix for their report. This approach could be used by other groups. Mark shared how the local weight/relevance could be tied to the highest priority for each subarea; for their committee, this helped highlight that infrastructure is essential to each subarea for all the other items to be successful. Many items will be relevant for achieving the goals, and it is likely there is one priority that is necessary for other goals to be met. Patrick suggested the chairs draft an overall assessment lead-in for the subcommittee reports.

      Patrick suggested this committee review the final report that includes all the subcommittee reports. Based on these, this committee would complete a strategic priority document to inform the President’s and Provost’s work on UNM’s strategy. Sylvia asked how this committee aligns with Faculty Senate IT. Duane advised that group provides input into academic technology needs; they dive deeply into the specifics to meet those needs. In the past, the chair participated in the academic and research advisory boards to provide continuity across these groups. Trenia may participate going forward or provide a representative. Duane, Brian, and/or Elisha attend the Faculty Senate IT committee meetings.

      **Action Item:** Grace will follow up with Trenia regarding Faculty Senate participation. Trenia is currently on the board.

4. Outlook/email changes for 3rd party clients (Thunderbird, iOS Mail, Android Mail, etc.) (Grace/Duane/Brian)
   Brian advised Microsoft O365 has announced that by October 2020, they will no longer support Legacy e-mail authentication. Current users of 3rd party e-mail clients using Legacy authentication will need to reconfigure their accounts or their e-mail will no longer work. IT will develop Fast Info guides for as many 3rd part clients as possible and communicate the change broadly. Given the range of 3rd party client options available, not all will be addressed. If users have a local IT resource, they can contact them for assistance or determine how to configure their account themselves. After Legacy authentication is disabled, users will still be able to access e-mail via Outlook or through a browser. Patrick commented most e-mail clients that have been updated in the last 3 years support the new access option; older versions are the issue and are not properly encrypted so users should shift to ensure security and privacy protocols are in place.
5. Pandemic Planning Discussion – Duane

Duane reviewed the high priority areas of focus UNM IT has been working on and commented he is sure all attendees have been equally absorbed in planning efforts for their areas. The top 3 resources the committee can reference for guidance are:

UNM’s Coronavirus Information Site - [http://www.unm.edu/coronavirus/](http://www.unm.edu/coronavirus/)

Updated documents relevant for the entire campus are posted here regularly. Alesia’s team rapidly responded to a Provost’s office request to track professional and personal travel completed or planned by students, faculty, and staff. This information will be reviewed by hospital, student, and occupational health services to provide a risk assessment to the individual. Events will also be tracked through a separate database to ensure adherence with the current guidelines from the governor’s office.

VPN Access - [https://unm.custhelp.com/app/answers/detail/a_id/7819/kw/vpn](https://unm.custhelp.com/app/answers/detail/a_id/7819/kw/vpn)

Most users will not need VPN access to work remotely. The new VPN client will accommodate any necessary additional usage. All users with an active NetID have basic access by default. The document above outlines how users can access VPN; they may need to log a ticket through Help.UNM.edu to get access to specific services after downloading the VPN client. Sylvia discussed issues some users in her area are having. Duane advised that there can be issues with VPN access due to specific firewall or configurations associated with a college or unit. IT Officers can also assist with VPN access, rollout, and configuration as needed, or the Service Desk can assist. Duane requested Sylvia contact the Service Desk for assistance.

Patrick asked how departments and units could centralize their information about accessing VPN. Brian advised there will be a website to outline the services that require VPN. If you are experiencing slow service, downloading the new VPN will provide better speed. IT resource guides can consolidate the information that applies globally, but local officers will need to consolidate information for their area. They can get additional assistance by logging a ticket with the Help Desk.

Online and Remote Instruction Resources - [https://at.unm.edu/coronavirus/](https://at.unm.edu/coronavirus/)

Academic Technologies has worked with the Center for Teaching and Learning, Center for Digital Learning, UNM Online and other faculty support resources to guide broader use of online instruction and provide information to students, faculty, and staff. A next step is to consolidate additional information coming from departments and colleges that is broadly useful and add it to the site. Sylvia asked about access on iCloud. Elisha advised that they met with Christos, and Academic Technologies is recommending the use of Kaltura. Kaltura will support asynchronous class discussions and collaborative learning. It also provides more flexibility for instructors as they adapt to online teaching. Sylvia asked if operator recording assistance will be available. Due to limited operations and social distancing requirements, regular hours for recording assistance is not available. Some direct support could be provided on request.

**Action Item:** Deirdre will work with UCAM to include communications about the at.unm.edu resource through their channels.
Mary asked about use of Microsoft Teams. Duane advised IT staff are working on a comparison of the Zoom and Teams to provide information about these tools. Both provide benefits depending on the use case. Zoom works well for real-time meetings, but it should not be used for lecture capture. Currently, the recording feature is disabled on new Zoom accounts due to FERPA issues. It can be enabled when faculty have been provided information on how to manage and use class recordings. Brian commented Teams is available to all O365 users but it is currently not considered a IT supported service. We are working to provide as much informational support on Teams as possible.

Duane advised the majority of computer labs will be closed. Dane Smith and the SUB will be maintained with reduced hours. These areas are being managed to ensure social distancing protocols are observed, and areas are cleaned after each use.

Remote support tools have been requested by IT Officers. We are increasing licenses to allow for more remote, in person support.

IT has been asked to determine options for providing laptop check-outs to students. Many of the laptops units and colleges had available have been deployed to faculty and staff. Elisha and Greg are assessing how many laptops and desktops are available that could be re-imaged and deployed to students. Karl advised Libraries also deployed to faculty and staff first, but expect to have some available for students. They are evaluating their current checkout process and system and adapting it for a longer term checkout. Mark advised their checkout system could be used for IT resource deployment.

Duane advised we have an enterprise agreement with AdobeSign. We are looking at extending our utilization of this tool to allow for virtual signing as needed for transactions.

Other IT Services:
- Physical support will have to be prioritized given risks, closures, and need for cleaning. All services can be requested through help.unm.edu.
- The support desk and call line, 277-5757, are still available 7:30-5, M-F. For questions or service needs, please log a ticket.
- Limited, on-site support for cellphone service will be available from 9 am to 4 pm at 802 Yale.
- Academic Tech equipment support for microphones, cameras, projectors, etc. is available from 8-5, M-F, at Woodward Hall, Room 149.
- Limited operator assistance for course recording and lecture capture is available from 8-5, M-F, at Woodward Hall, Room 114.
- Duane advised lab availability and hours haven’t yet been communicated to students. Action Item: He will work with the Provost and DOS on this.
- Learn – the team has a high level of confidence they have sufficient capacity to support the increased volume of online classes. The constraint will be support for faculty transitioning to online teaching. There has been a hardware purchase placed to increase capacity by 50%. Academic Tech students are being trained in Zoom to provide additional service. There could be constraint from Zoom depending on the increased overall usage for their services.
- Elisha advised lab hours have been posted at the labs and will essentially observe Spring Break hours.
- Not all network traffic will be going through UNM’s service. There is a possibility that Cloud providers will be limited either in capacity, or they may need to adjust their business model based on overall increased usage.
- Kaltura allows advance recordings of lectures. By using this, faculty have can provide students an asynchronous option that reduces bandwidth. Edl agreed using Kaltura or Camtasia in advance is a good backup option to address bandwidth concerns. This option is documented on the at.unm.edu resource page.
- Grace asked about options for using AdobeSign for electronic signatures. UNM has unlimited licensing for AdobeSign. Individuals and units needing AdobeSign should log a ticket and e-mail Steve Spence, zun@unm.edu, to streamline onboarding. Fast Infos for using AdobeSign will be posted and added to the Adobe Creative Campus site, https://creativecampus.unm.edu/
- Faculty can access remote University Libraries assistance. For more information, go to https://library.unm.edu/coronavirus.php. The Libraries are closed through April 5th.
- Mary discussed the challenges in continuing under the current guidelines for studio-based classes. These are probably similar to challenges for labs. CFA faculty are evaluating different options. CFA will open the buildings for students to get their materials so they can work from home where possible. For other studio courses, they are evaluating scheduling students to come in and work in staggered shifts.
- Grace asked about Bomgar, a tool for providing remote IT support, the cost model, and how it can be acquired. Duane said they are looking at additional licensing options. As IT makes additional licensing and other purchases to meet the needs associated with the limited operations status, a goal is to avoid a cost recovery model. He will work with Teresa on the cost structure, but that is not the primary priority at this time. Brian advised Grace should reach out to Greg Gaillard to secure a license.
- Tito asked if Academic Technologies has sufficient supplies for cleaning computer labs according to CDC protocols. Elisha advised they do and facilities is doing deeper cleaning daily.

6. Decision Items:
   a. CARC/Libraries/UNM IT Research Network Upgrade (Patrick/Brian)
      The networks used for CARC, Libraries, and IT Data Center are not currently well integrated. This limits resource support and redundancy for these areas. These areas have partnered on the proposed network upgrade and contributed funding to complete the work. The CARC network is housed outside the Data Center. The Libraries network is partially in and partially out. Duane commented that the partnership on this project has demonstrated mutual benefit for all the participating areas. Mark and Karl concurred. Karl commented this partnership will allow the libraries to increase their service levels and have greater redundancy. Sylvia asked if there are concerns for maintenance of connectivity during the upgrade. Patrick discussed the phased approach for completing the upgrade. This approach will avoid disruption of connectivity and allow for troubleshooting as needed. There is sufficient physical infrastructure to be effective; the transition is in the new configuration. Hussein is confident that the collaborative work among the groups has provided a well-developed approach
that includes appropriate options to back-up to the previous configuration if needed.

Sylvia asked how to best present the benefits to faculty. Patrick advised that all areas will be better positioned to handle downtimes or immediate failures without disruption. Services can be maintained during planned downtimes since they could now be migrated efficiently. There will be increased firewall security that is consistent for all services. Hussein advised the upgrade will provide all areas a much greater ability to address disaster recovery issues much more effectively. Sylvia asked if this would change the impact of the data center outage planned for Memorial Day weekend. (There wasn’t a response to this. The Memorial Day Outage is still necessary since it is for a UPS, universal power source, replacement that is unrelated to the network upgrade.)

**Decision Item:** Mary Tsiongas – motion to approve. Tito Busani – second. All approved, none against.

Sylvia asked what could be provided to students on how to check out laptops. Mark advised they are finalizing this for students and hope to advise shortly.

7. Security Updates (Jeff Gassaway)
   a. Policy Related Issues for Privacy and Security
      Jeff advised the draft is being completed. There are no further discussion items on security updates for this meeting.
   b. Security Issues, Emerging and Existing
   c. Security Strategy

**Next Meeting:** *April 15, 2020, 9-10:30 am*