



University Technology Committee | University of Wisconsin-Whitewater

Tuesday, March 2nd, 2021 | 1 pm to 2 pm | Webex

Matt Aschenbrener X	Matt Vick X	Karen Brueggeman X
Eric Loepp X	Elizabeth Watson X	Kris Curran X
Paul Waelchli X	Bob Mertens X	Robert Schramm X
Trisha Barber X	Patty Fragola X	Elena Pokot X
Mary Acuna X	Austin May X	Sara Deschner X

Minutes

1. Review February 9th, 2021 meeting minutes (handout)

Minutes were reviewed and approved. Austin May introduced himself to the committee.

2. LTC Update (handout)

Matt Vick gave the LTC update to the committee.

Instructional Updates

- LockDown Browser issues with Chromebooks resolved.
- Limited spaces for Canvas Skill Mastery Certification available through UW System; faculty/staff need to apply by March 5 (campus email to instructors went out).
- Celebrating Teaching and Learning Event on May 19/Teaching with Technology Honorarium.
- VBrick Rev clean-up is still in progress.

Non-Instructional Updates

- Learning Technology documentation moving from spaces.uww.edu to ServiceNow.
- Webex Recorded Meetings clean-up project coming soon.
- Webex Assistant available through ServiceNow Catalog.

Elena Pokot followed up asking if any classes saved in Webex could be saved in REV? Matt said yes, this would be a good place to upload any Webex videos that would be affected by the clean-up project. Bob Schramm suggested that having a small video editing workshop may help instructors limit how much they are recording. Elizabeth Watson also added that upon uploading a video to REV, instructors could add captioning to older videos as well.

3. IT Security Updates

Elena gave a brief update on some of the new UWSA policies; Risk Management and Asset Management. The objective of the risk management policy is to create a process to understand, identify, and make decisions regarding risks on campus. An example of this would be placing antivirus software on all campus devices or making sure that a system with confidential data is MFA compliant.

ICIT would help identify these risks on campus. It would then be up to the risk executives to ultimately make the decision regarding each risk.

Elizabeth Watson asked if there was a risk associated with a program or software that is used by the entire UW System, would that decision still fall on the individual campus?:

Elena explained that each campus and its risk executives would be responsible.

The goal for implementation of this policy will be to work with all areas across campus to identify risks in order to give the risk executives better info when making decisions.

Another example is having unsupported hardware and software. Vendors stop providing updates if it's unsupported. Asset Management.

a. Risk Management Policy 1039 (handouts)

<https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/information-security-risk-management/>

b. Asset Management Policy 1035 (handouts)

<https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/information-security-it-asset-management/>

c. COVID-19 Phishing Email

Dane Seckar-Anderson went over a recent Covid-19 phishing email with the committee. He pointed out some of the telltale signs of a phish or scam email including, poor grammar and punctuation, creating a sense of urgency, generic salutation, and confirming an email from a UWW staff or student would have an "uww.edu" email address.

Dane asked the group to help ICIT when it comes to future phishing emails by attaching them and sending them to suspiciousemail@uww.edu.

4. ITSP Follow-Up

No additional follow-ups from the previous meeting.

5. Computing Environment Updates

a. Google Vulnerability Patch (Joel K)

Joel Koszyczarek went over the recent Google Chrome patch that was applied a few weeks ago. Joel explained to the group that he is currently working on a new process for pushing out updates to browsers and software/patches. He asked the committee if they had any feedback regarding the Chrome patch.

Kris Curran explained that she had initially postponed the patch, but when she got to campus, she was unsure if it was actually applied. Joel explained that they had created some documentation for the process which outlined how the patch would look for users. He said that added an area for confirmation to the user would be a good idea.

Patty Fragola asked if this information is only available through KBs in ServiceNow?: Mary Acuna explained that ServiceNow will be the complete repository for all KBs, however, links to this info can be placed in several places and promoted wherever necessary. Elizabeth Watson asked if the images on the KBs will work with screen readers? Matt Vick confirmed that the LTC is making sure alt text is added to all images for KBs.

Kris Curran brought up an additional concern regarding using Internet Explorer exclusively for ImageNow, would that be addressed in the future? Joel explained that this is a known issue and that with the new ImageNow upgrade, the ability to use other browsers will be available. At this time, ICIT is testing that before they begin the transition.

Kris Curran also asked where she could easily find information about ServiceNow or about the Chrome patch. She had visited the ICIT website and was not able to find it.

Elena and Dane agreed with Kris' statement and explained that the IT Services pages are currently under development and will feature a new, user-friendly, easily accessible environment.

b. Browser Patching (Joel K)

6. Asset Management

Elena gave an update on the asset management cycle. She explained that this year has been much more challenging because of the limited budget when it comes to computer replacement. Joel K has been working with each department to make sure that everyone has a viable, supported computer to teach or work with. Joel added that he is trying to get laptops to as many instructors as possible in order to meet the needs of remote instruction. He also explained that when it is time for a new campus-owned device, he is going to recommend laptops as the main option going forward.

a. macOS: El Capitan (2), Sierra (16), High Sierra (20)

b. Windows 7 (70)

Other?

KB Article Promotion:

Elizabeth Watson suggested that it would be smart to get ICIT in front of the colleges to give a refresher to current instructional staff, specifically on KBs, and current IT services. Matt Vick explained that his team is working to finish populating ServiceNow KBs, and will then roll out a promotional plan.

Elena agreed that this is an important discussion, especially when it comes to reaching out to students during the semester. What else can/should be done regarding communication and promotion?

Canvas Course Template:

Kris Curran brought up the idea of creating a similar beginning to all Canva Courses. This would include information regarding helpful links, IT services, and important resources.

Eric Loepp added that he chaired a committee last semester that revised the mandatory syllabus language, and added a section on recommended language.

<https://www.uww.edu/facsenate/governing-documents/syllabi-mandatory-info>

Matt Vick also included information on the Canvas Starter Course.

https://uww.service-now.com/sp/?id=kb_article_view&sysparm_article=KB0010660&sys_kb_id=e0deaa461bbd20d461a77449cc4bcb75&spa=1

Next Meeting: 3/23/21