

Meeting Minutes from

SENATE COMMITTEE – Education Services and Information Technology (SCEDIT)
STATE UNIVERSITY OF NEW YORK AT STONY BROOK

Date: November 17, 2023

Time: 3:00 pm – 4:00 pm

Location: Zoom Meeting

In Attendance: Keri Hollander, [Scott Campbell](#), Thomas Wilson, Moshe Eisenberg, [Erez Zadok](#), [Simeon Ananou](#), Henry Joseph, Rose Tirota-Espósito, [Joseph Balsamo](#), [Michael Ospitale](#), [Fumio Aoki](#), [Lenore Lamanna](#)

Meeting called to order at 3:01PM, Adjourned at 4:00PM

As usual we asked the committee members for permission to record the meeting solely for the purpose of minutes. The recording will not be shared or referenced after the minutes have been completed.

We typically alternate who leads the meeting to make sure both Educational Services and Information Technology get a fair chance to present information. We will start with Information Technology this meeting.

New business to add to the agenda: Thomas Wilson asked to add an update on the effort to maintain IT resources for retiring staff. We will address this at the end of this meeting. Moshe Eisenberg asked if we can discuss the usage of campus IT resources for things outside the business of the campus like political causes. We will add this to the end of the meeting as well. If there isn't time to adequately cover these new business items we will roll them over to the next meeting.

We would like to recognize a member of this committee, Victoria Pilato who received the Chancellor's award 2022-2023 for Excellence in Librarianship.



We would be remiss if we didn't also congratulate Thomas Wilson, who received the Chancellor's Award for Excellence in Professional Service.

Information Technology

[Simeon Ananou](#) had a scheduling conflict for our last meeting but he proposed three questions he has been asking everyone. This inspired a great discussion in our group, we agreed to work on that as a joint document, so everyone could add their comments to reflect the responses of the entire committee.

<https://docs.google.com/document/d/1aeUlum6PJxy9hl4YtxmkZSST7O0FwfPLUTBueSRpcMY/edit?usp=sharing>

The results of that will be forthcoming after everyone has had a chance to review that document. However a few recurring themes arose that we that we can highlight at this point:

1. There has been a lot of work done by members of this committee and other committees that were formed to address some of the important IT topics. We would like to help you become familiar with the reports and results that came out of those discussions so we aren't starting from scratch. Perhaps this committee might be a vehicle to facilitate those conversations, asking the people that led those committees to share their presentations.

Comment: These committees were made up of many members beyond the leaders. It might also be useful to meet with the larger committee to hear a more comprehensive viewpoint on the topics that were discussed.

Response: We are only talking about beginning the conversation, Simeon can then choose to engage in his own ways with those committees to get useful information. Just as all the members of this committee provide valuable insights, undoubtedly there are members of those committees that can add context or valuable information.

Simeon Ananou: I am in favor of leveraging the work that has been done so far to avoid working from scratch. This includes the outcomes, whether something was agreed upon, a recommendation that was approved to move forward, or something that was tabled or was not deemed timely. That would be very helpful as long as the information is recent and still relevant.

After some discussion, it was agreed that our committee will approach the leaders of the various committees to give a 30 minute presentation. At this time those are four committees below. So that would mean a 2 hour meeting so each can present back to back.

Erez Zadok - OCITO, One Campus IT Operations committee. Heather McLaughlin was the project manager, she would be a good person to approach about the final reports.

Matt Nappi - Identity and Access Management (IAM) Project

Michael Ospitale, Margaret Schedel, John Hennesy - IT Governance

Robert Harrison - IT infrastructure support for Research, executive summary asks how do we create unified private clouds, additional staffing.

Overall the goal is to unify, reduce cost and streamline the IT operations so we can benefit from economies of scale and utilize our resources to the best possible effect.

Team Dynamix - Henry Joseph will give an update

Continuing to work with Stony Brook Medicine IT, they are looking at a start in the second week of January. [Kelly Clayton](#) accepted the Enterprise Service Management facilitator position, she will help other departments go live with Team Dynamix. We are engaging with: Office of Equity and Access, Procurement, Human Resources, Library IT, Campus Residences, the High Performance Computing group, Communications, CELT, Advancement and in the future Computer Science. Procurement will probably go live first around the same time as Stony Brook Medicine IT.

Having all these groups in Team Dynamix we can route your ticket to the proper department.

Question: SUNY Central have their own instance of Team Dynamix, can we move tickets in to their instance?

Henry: We are working on an integration with Brightspace since they answer our service desk after hours for those academic calls.

Educational Services

Brightspace: update from Diana Voss and [Rose Tirotta-Esposito](#).

No updates. There have been tickets opened mostly to get student content out of Blackboard. Once that gets moved into K16 that information will be harder to access. Only a few people will have access to that archive.

Okay following that update we have a few other agenda items.

How major IT changes are communicated to the campus community - Scott Campbell

If we have a meeting in January that summarize all those reports. We keep butting our heads up against policy decisions increasingly, more than IT decisions. So if we can get our policy to align with IT governance. In other words, how we make decisions about IT spending and the direction we are going to go that will help us immensely.

I understand we recently hired someone to oversee change management campus wide. So in concert with our IT governance structure, if we make a decision for a major change that should trigger a process on how best to communicate that change out to the campus. As an example, we recently made a major change to the campus email system. It was put on the DoIT status page, DoIT no longer has a communications person. So if you aren't aware of that status page or don't check it often you might not know what happened.

We engaged with the IT Partners Google Workspace that Henry Joseph created to communicate with our IT Partners and found several people with issues that had to be addressed. The mail change that was made was for the better but it exposed a lot of improper, legacy mail flows that needed to be addressed once we had visibility into what was failing our DMARC policy.

So there is room for improvement in communicating these things out.

Sharing of Documentation between IT Partners and DoIT

If we can interact better to share documentation between the campus and DoIT we can more effectively help people with their problems.

Henry Joseph - Team Dynamix creates support articles when issues are resolved. So going forward Team Dynamix will eventually start taking over from the existing CES Wiki. Change management and knowledge management are a phase 2 of the Team Dynamix project.

Now we will turn to the new business that was raised at the beginning of our meeting. Thomas Wilson, is there an update on the status of retiring professional staff being able to retain their gmail and google drive contents.

[Thomas Wilson](#): I would ask you for an update, is there any progress?

I sent an email/memo September 1, 2023 that went up to the Senate Executive committee on September 29, 2023. I haven't heard anything back since October. This also went to the Professional Employee's Governance (PEG) Board where it got a lot of support. Lots of stories of enormous amounts of disruption and loss of intellectual continuity and institutional memory is happening when these accounts are shut down.

Keri and Scott will follow up with the University Executive committee on this issue. Our committee has expressed universal support for your request. We will see what they say.

Research Committee - Iris Fineberg is not present so no update.

Library Report - Victoria Pilato is not present so no update.

Let's address the other new item of business for today, Moshe Eisenberg wanted to address the utilization of campus IT resources for political, non campus business usages.

Moshe Eisenberg - we can all agree that someone finding a way to send an email to the entire campus saying I have a 2005 Chevrolet for sale is improper, it's a misuse of the campus IT email system.

There are also things like elections and political things where people will try to reach out to groups via email to do political activism. Historically, these have been deemed outside the business of the university.

Currently we have the issue in the Middle East, people create groups and use IT resources to communicate about this. For a period of 2-3 weeks there was no reaction to this usage, then finally leadership reminded everybody about policies that forbid using university IT resources in this manner.

Are there mechanisms in place to recognize these issues earlier and perhaps communicate back that this usage is unacceptable.

[Simeon Ananou](#)- I think there is already a policy in place that reminds us all of the fact that university resources are intended for university business. We may not have the staff to police the policy, but if someone is found to be behaving contrary to the spirit of the policy the university can take action.

Moshe Eisenberg - in this case it was on East Campus that an email was sent to everyone to remind all users of the IT policy for campus email. I haven't seen a similar communication on this issue from the west campus.

[Simeon Ananou](#)- as the CIO, I'm owner of that policy for the university. So a reminder to the campus from my office will be necessary.

Comment: During COVID there was lots of work from home and maybe the lines between personal and business usage of IT equipment occurred. A few people were running little groups with political mailings, it's frustrating because this should be used for work.