Technology Policy Committee

Members: Stanley Zoltek (COS, Chair), Catherine Sausville (COS, Acting Chair), Xiaomei Cai (CHSS), Daniel Garrison (VSE), Gerald Hanweck (School of Business), Debra Sprague (CEHD), Ashley Yuckenberg (School of Business)

The Faculty Senate Technology Policy Committee would like to thank the University’s CIO, Marilyn T Smith, and her senior staff. Without their willingness to participate in open and frank discussions, the work of this committee would not have been possible.

The Technology Policy Committee would also like to thank Stanley Zoltek for his hard work and leadership as Chair of the committee until his passing in February 2018. We appreciate his years of dedication to the committee and are deeply saddened by this loss.

Major Committee topics: 2 Factor Authentication, WebEx, Amazon Web Educate Services, ETF, Blackboard, Websites, Security and ITS Annual Report.

Summary of briefings for the above topics:

- **2 Factor Authentication (2FA)/Duo**
  Due to the increased number of cyber-attacks against the University, ITS has been implementing increased IT security measures. One of these measures was to add two factor authentication to Banner. The security questions that had been in place were not compatible with Banner 9 which we will be moving toward starting over the summer. 11,000 accounts were successfully signed up for the 2FA before the April 15th deadline with only 1100 accounts needing to still register. The use of Duo and smartphones allows for this 2-factor authentication. Faculty and staff without a smartphone can receive a call to a landline or get a Yubikey. These are available in PatriotTech or through online retailers.

- **Security**
  One of the primary concerns for both the FSTPC and ITS this year was security. The number of phishing attacks against students and faculty/staff have increased. Email is now filtered and there is a feature to rewrite the URL however we do not want to turn up the filters too high. Everyone is encouraged to check a link before clicking it or better yet, go to a website directly by typing in the address. 2 factor authentication has been implemented to help keep information secure.

- **WebEx**
  Christine Frasson spoke with the committee about the University use of WebEx. This is a cloud-based program similar to Skype. Only the host needs an account and those are available to faculty and staff who request accounts. WebEx can be used for collaborations, meetings, dissertations, teaching, etc. The University is working on adding physical WebEx spaces but its primary goal at the moment is
for the situation where everyone is remote. There are hybrid rooms available for scheduling. WebEx can be incorporated into conference rooms and you can record sessions.

- **Amazon Web Educate Services**
  Harry Foxwell of VSE joined the committee to discuss his use of Amazon Web Educate Services to augment instructional computing resources. Currently faculty and departments around the university have their own accounts which are instructor managed and require a credit card to sign up (for faculty and students). It was discussed by the committee whether it would be useful to allow access on a university scale. This would reduce the administrative burden of the faculty using the resources.

- **ETF**
  ITS took over distribution of ETF computers when management of the computer store changed to Barnes and Noble College (from ITS). Fours model options of computers were made available this past year; PC desktop, PC laptop, Mac desktop, Mac laptop. There were few complaints about the PC laptop and Mac desktop. In general, Mac computers are more expensive, cannot be upgraded aftermarket and have only a 1 year warranty. The choice for the PC desktop was small form factor and did not allow for easy upgrades. This will be changed to a larger form factor model in the future. The choice for the Mac laptop had a small screen, minimal number of ports and was expensive to upgrade to a better model. Discussions are in the works for a different model or choice between two models.

- **Blackboard**
  Blackboard had a successful major update over the winter break with minimal disruption to faculty and students. The committee discussed having a Blackboard townhall in the future to assess if our needs are being met and to address potential concerns. Joe Balducci will be joining future meetings to address any questions/comments/concerns that the faculty might have regarding Blackboard.

- **Websites**
  Eric Woodall joined the committee to discuss communication and marketing and the University’s web presence. Communications and Marketing has decided to use Drupal to build the websites. Colleges and departments have the option between Drupal and WordPress, both of which are supported by Communications and Marketing and by ITS. There are close to 600 different websites across the University that need to be updated and maintained. When creating a website for a department or organization it is important that the brand and voice is consistent with the overall George Mason University web presence.

- **ITS Annual Report**
  The ITS Annual Report was submitted to the committee. The report can be found at [https://itu.gmu.edu/upload/FY2017_ITS_Annual_Report.pdf](https://itu.gmu.edu/upload/FY2017_ITS_Annual_Report.pdf)