**Meeting Date:** February 20, 2020  
**Time:** 1:30 – 3:00 pm  
**Location:** Frey Room 206/207

### Attendance

| Present: | Colorado Robertson for Ed Nobles, Stephen Heyward, Justin Thornton for Donna Torres, Fred Piazza, Darya Courville, Neal Lamonica, Ben Cornwell, Sandi Gillian, John Born, Shelby Keith, Barbara Reonas, David Alexander, Mickey Kees, Chad Brackin, Andy Maverick, Sally McKechnie |
| Remote: | Ken Boe, Jason Normand, Bret Collier |
| Absent: | Kenny Brown, Lu Peng, Ashton Vaughn |
| Presenters: | Scott Moreau, Katie Bouey, Adam Clary, Sumit Jain |
| Others: | Susan Crochet, Robin Ethridge |

### Purpose:
Monthly IT Governance Council Meeting

### Meeting Agenda:

#### Opening
1. Administrative Announcements  [Chair and/or CTO]

#### Action
2. Approval of the Minutes from the Meeting held on January 16, 2020

#### Information/Discussion
3. Security Updates  [Sumit Jain]
4. Web-Based Forms Solution Business Case & Presentation  [Scott Moreau]
   Resolution: The IT Governance Council acknowledges the need for a campus-wide/enterprise-wide web-based forms solution which is compatible with OU Campus to ensure the University’s forms are functional, ADA compliant, and secure. Any integrations will be implemented if and when the necessary IT resources are available. It is the Council’s expectation that ITS will work with the Portfolio Management Office to determine the appropriate timing for project implementation based on resource availability. Once a timeline is established, the Office of Procurement will be engaged to appropriately procure the necessary software to ensure the needs of all campuses are taken into consideration for current or future inclusion.
5. ITSM Service Ticketing Solution  [Adam Clary]
6. PMO Update & Prioritization  [Katie Bouey]

#### Updates: Sub-Committees & Working Groups
7. Workday 2020R1 Update  [Justin Thornton]

#### Wrap-Up
8. Information sharing/Announcements  [All]
9. Suggested agenda items for future meetings, including ITS topics of interest  [All]
10. Next steps/Follow-up items  [Chair]

#### Adjourn

### Next Meeting:
Thursday, March 19, 2020 at 1:30 p.m. in Frey 206/207
1. Administrative Announcements
The Chair shared with the Council that the Provost and CFO approved the Tutoring/Supplemental Instruction System for the Center for Academic Success (CAS). The CTO announced that the status report for the Workday Student module is being worked on and would be finalized at the end of the month for University Leadership. He shared that he anticipates recommendations to follow. He also shared that the University is working with Procurement on the RFP for mainframe outsourcing, but added that the RFP only addresses the hardware, operating system, and support; applications will still be done in-house. He also announced that the University has engaged with a third party for risk assessment on the mainframe.

2. Meeting Minutes Approval
January Council meeting minutes were approved with no revision. Motion to approve by Sally McKechnie; second by Chad Brackin.

3. Security Updates
Sumit Jain (ITS) stated that there are 41,586 users in enforcement mode for Multi Factor Authentication (MFA) and that the University is on schedule for everyone to be on MFA by May. He shared that one of the biggest concerns is that students change phone numbers often; users need to have more than one factor.
Sumit discussed Grammarly, a popular online tool that assists with writing. He shared that users potentially send sensitive information such as credit card information, usernames, and passwords to a third party that has no agreement to protect the data. He stated that the privacy policy of this software for enterprise is inadequate.
Sumit shared that ITS has had conversations to use Google for different services. He stated that LSU students were on their platform prior to Office 365. He shared that there are users that have leveraged services in the Google environment; if the University takes ownership, all accounts will be purged. He stated that Google cannot tell us who the users are or the services that would be purged. He shared that the University will try to go forward to identify users and services to mitigate the impact.

4. Web-Based Forms Solution:
Scott Moreau, Operations Subcommittee Chair, presented information on Web-Based Forms Solution. He shared that ITS is migrating websites off of WordPress, which has known vulnerabilities and is not ADA compliant. The solution has to be compatible with OU Campus, the current Content Management System (CMS). OU Campus is not capable of providing form functionality and many departments use the Formidable Forms plugin for WordPress. Scott stated that implementation would take one year and the solution would cost $60,000. There was a brief discussion about funding. The Chair stated she would work to revise the resolution and seek feedback from the Council for a vote in March.
The Chair also shared that Scott has asked to step down as chair of the Operations Subcommittee. She thanked him for his work. She also stated she would chair the subcommittee until a new chair is found.

5. ITSM Service Ticketing Solution
Adam Clary, Director of the ITS Service Desk, gave a presentation on ITSM Service Ticketing Solution. He stated ITS currently uses Cherwell, which was chosen in 2018. He stated it doesn’t have the functionality that was promised and that Cherwell failed to implement outstanding issues. He also shared that there are security risks with email accounts and exposure of passwords. He discussed other issues such as a lack of ADA compliance. He shared that it is difficult to upgrade to new features and that updates require a registry hack. Adam recommended replacing Cherwell as the ITSM solution. There was a brief discussion about funding, as well as the potential for an enterprise solution. The Chair required that ITS inquire of other LSU organizations as to interest for enterprise before moving forward to develop requirements.

6. PMO Update & Prioritization
The PMO shared that the Disability Services project is in Phase Zero. She also shared that the Graduate School Degree Audit project is approaching Phase Zero. She announced that the Campus Life project will take longer in order to meet more with stakeholders. She also shared that three new project requests came into the PMO. She discussed the Proposed Top 20 Projects and informed the Council that LSU Online is now live and the project is closed. Lastly, she shared that a new project was added to the list; the Foundation wants software to manage scholarships in one central location.

7. Workday 2020R1 Update
Justin Thornton (Financial Accounting & Reporting) gave an update on Workday 2020r1. He shared that Workday is trying to make fewer clicks for users. For FIN, the requisitions page changed from multi-tabular to a one-page design. He also stated that there
have been improvements to guided tours and help texts. He highlighted other enhancements including receipt adjustments for approved receipts, as well as GDPR enhancements for suppliers. For HCM, there is an enhanced grid for applicants, as well as instructional text options and guided tours. He shared that there are absence and time-off enhancements, as well as interface enhancements. Justin also stated there will be a button color change to make the site more ADA compliant. He also shared that the University will be testing multi-company functionality after the 2020R1 release.

8. **Information Sharing/Announcements**
   The Chair announced she would update the resolution for Web-Based Forms Solution, per Council feedback, with a vote at the March meeting.

**Meeting Adjourned**