

## OREGON INSTITUTE OF TECHNOLOGY

Faculty Administrator Meeting  
2 p.m. Tuesday, April 15, 2014

### ANNOUNCEMENTS AND COMMUNICATIONS

#### *Decision of the OSBHE*

President Maples announced that the Oregon State Board of Higher Education approved the request for the university to establish an independent board of trustees to govern Oregon Tech.

#### *General Education Review Taskforce*

CJ Riley stated that updates were posted on the general education review webpage. To view the updates please visit [oit.edu/faculty-staff/provost/general-education-review](http://oit.edu/faculty-staff/provost/general-education-review).

A forum will be held in Wilsonville on April 25 with a Klamath Falls forum to follow on May 20.

#### *Plans for Oregon Information Technology Services*

Mary Ann Zemke provided a PowerPoint presentation regarding the plan to address the current issues with Information Technology Services.

To request a copy of the presentation, please contact Adria Paschal at [adria.paschal@oit.edu](mailto:adria.paschal@oit.edu).

**Question:** Is lifetime email available for our students?

**Answer:** Yes, students have access to lifetime email through the Oregon Tech Alumni Association. We are looking at hosting Oregon Tech student email through Microsoft 365, which would give the students the option to forward their Oregon Tech email to a personal email address.

**Q.** Are the email failures in November and March related?

**A.** They are somewhat related. We are looking into the inefficient protocols and determining how to address the email issues through a new equipment purchase and migrating new employees into a new hardware system.

**Q.** You describe the two related failures in a gap of three or so months. Going forward, is there a way to speed up the response time to dealing with the issue?

**A.** Yes, we are backing up daily and we are establishing processes to address those concerns immediately.

**Q.** How are we notifying students of the timeline and the process so that they can get their email?

A. We need to do a better job of communicating with students in ways other than email. I believe a student forum is scheduled.

Q. You said the hardware was on order when the first failure had occurred. It appears that ITS staff was aware that a problem existed, why was that problem not addressed in a timely fashion?

A. Part of it was costs and the budget. We were able to obtain funds through the deferred maintenance. These are not a drop in the bucket costs, so we were searching for funds over a period of six to seven months. I don't think that everyone understood the urgency of the conversion until the actual failure had occurred.

Q. My perception of the problem is that it not so much an ITS problem but more of an issue with your department; ITS had the solution but did not have access to the funds. Can you address that?

A. Yes, there was an issue locating the funds and the approval process to use bond money is lengthy. There is a huge list of ITS projects that need to be funded and we are doing our best to locate funding that would not burden the university.

Q. Do we not have onsite support for the equipment that we have?

A. Yes, we have limited IT support in-house and we have maintenance on the equipment but the process for changing the old equipment is a timely process that is currently not included in our support agreement.

Q. Why don't we have operational costs that are budgeted for ITS rather than trying to find emergency funding at the last minute to take care of the urgent issues?

A. I would love to say that we have resources that would allow to do preventative maintenance, but we are not currently in that position.

Q. Are the servers moving to Wilsonville or staying in Klamath Falls?

A. The servers will remain in Klamath Falls.

Q. Do we have a strategy for outside storage?

A. We are looking at the pros and cons of using offsite storage, but we have not made a determination regarding that.

Q. If we have catastrophic failure locally, do we have our backup files stored offsite?

A. Our plan for disaster recovery is to create a redundant system in Wilsonville for web servers, email, file services, and blackboard. We are going to work with various departments to determine priorities and ways to keep systems functional in a disaster.

**Q.** There are things that we want to do for expansion, but there ongoing problems that need to be addressed. Why are the broken and inadequate issues not being addressed?

**A.** We hired a consulting firm to provide a technical assessment for ITS project planning.

**Q.** Why can't we trust the experts at Oregon Tech to help us solve this problem; why can't we utilize the current experts on staff? Why is it that you feel like you need to go outside of Oregon Tech and hire a consultant?

**A.** I am not sure that we have the best expertise, and I want to make sure that we do.

**Q.** If we do not have capable people, why don't you hire the capable people or get them training?

**A.** I agree; we need to look at providing additional training to our experts.

**Q.** ITS has done well; why do we keep delaying the clearly identified tactical concerns brought by ITS?

**A.** You are right; ITS is putting out fires rather than doing preventative maintenance.

**Q.** If we are saying that we have the expertise in-house, would it be better to spend the money on our current staff and training rather than spending \$40,000 on hiring consulting firm?

**A.** I would say no in my assessment.

**Q.** Why wouldn't the new director of ITS be responsible for a technical assessment?

**A.** The new director of ITS will be responsible, but hiring a consultant will help the director in their role.

**Q.** What will the consultant cost?

**A.** The consultant will cost \$39,000.

Provost Burda asked everyone to provide input and ideas for discussion at the next meeting.

Meeting adjourned: 3:30 p.m.

Respectfully submitted,

Marilyn Dyrud  
adp