

**The University of North Carolina at Pembroke**  
**Academic Information Technology Committee (AITC)**  
**Minutes (approved 10.12.2020) - Monday, September 14, 2020 at 3:30 p.m.**

**Members Present:** Susan Edkins (Chair), Senator; Benjamin Killian, Senator; Roger Cross (ARTS, 2022); Lisa Mitchell (EDUC, 2022); Jaime Martinez (LETT, 2021); Roland Stout (NSM, 2021); J. Porter Lillis, (SBS, 2022); Ki Byung Chae (CHS, 2021); Katina Blue, CIO; Terry Locklear, Instructional Designer; Miguel Nino, Director of Online Learning; Jessica Collogan, (Library Dean), June Power, Representative of the Library; Luke Fleming, SGA Senator

**Members Absent:** Debbie Bullard, Representative of the Accessibility Resource Center

**Guests Present:** Liz Cummings and Ray Buehne, Division of Information Technology

**Minutes**

- |   |         |
|---|---------|
| A. Roll Call                                | 3:31 pm |
| B. Approval of Minutes from August 10, 2020 | 13-0-0  |
| C. Adoption of Agenda                       | 13-0-0  |
| D. Reports                                  |         |
1. AITC Chair—Susan Edkins
    - a. Student Computing Initiative
      - i. Has been approved by Cabinet but not yet presented to the Senate (possibly next month)
    - b. Name Change in Canvas
      - i. DoIT will be setting up a way for students, faculty, and staff to select a preferred first name in Braveweb that will apply to Canvas, but there is not currently a schedule for implementation
  2. AVC for Technology, Resources and Chief Information Officer—Katina Blue (with Liz Cummings and Ray Buehne)
    - a. Everyone is reminded to report concerns about Canvas, classroom tech, office computers, request training, etc. to department IT liaisons and HelpDesk so that they can be addressed through IT processes.
    - b. Software requests should also go through DoIT and the IT governance process ([doit.purchases@uncp.edu](mailto:doit.purchases@uncp.edu)). A software inventory exists that includes licenses purchased by individual departments and units across campus.
    - c. DoIT is working with Deans' offices to meet faculty requests for additional academic technology—loaner laptops for faculty and students are still available.
    - d. A Zoom license now exists for UNCP and is being pilot tested; when it's ready for everyone to begin using it will be added to the Quick Links area on the website.

- e. Individual Canvas course storage has been increased again to 8 gigabytes. Each increase does add to the cost of our Canvas license. Faculty may want to consider using our Google tools, OneDrive, etc. for additional storage needs.
    - f. Official DoIT report is available in Appendix A.
  - 3. Director of Online Learning—Miguel Nino
    - a. Has created an Online Learning Task Force to address concerns, recommend new processes for online learning, suggest new webinar topics, etc.
    - b. 68 faculty members earned Online Teaching Excellence badges this summer; a new cohort is working through the Online Teaching Excellence program now
    - c. Looking into options for E-Portfolios but no decisions or implementation plan to report at this point
  - 4. Library Report—Jessica Collogan
    - a. Welcome to Jessica Collogan, the new Dean of Library Services!
    - b. The library is anticipating some reductions in resources or services once the budget is finalized.
- E. Unfinished Business—none
- F. New Business
  - 1. LTI Process – Subcommittee to outline procedures
    - a. This group will also consider procedures for software purchase requests
    - b. Many of these processes already exist but should be reviewed and then communicated more clearly.
    - c. Need to consider AITC’s role in approval process, particularly during the summer when faculty committees do not normally meet
    - d. Subcommittee members are Benjamin Killian, Lisa Mitchell, and Roland Stout, to be assisted by Ray Buehne
  - 2. Exporting from Canvas Commons
    - a. There is an interest in being able to export course content to the public Canvas Commons, especially now that our area K-12 school systems are using Canvas
    - b. Ray will address
- G. For the Good of the Order—nothing
- H. DoIT Technology Report for AITC—moved to AVC report
- I. Announcements—Next meeting will be on October 12
- J. Adjournment—4:42 pm

**Appendix A: Division of Information Technology Report**  
**Academic IT Committee**  
**September 2020**

**Project Portfolio Updates**

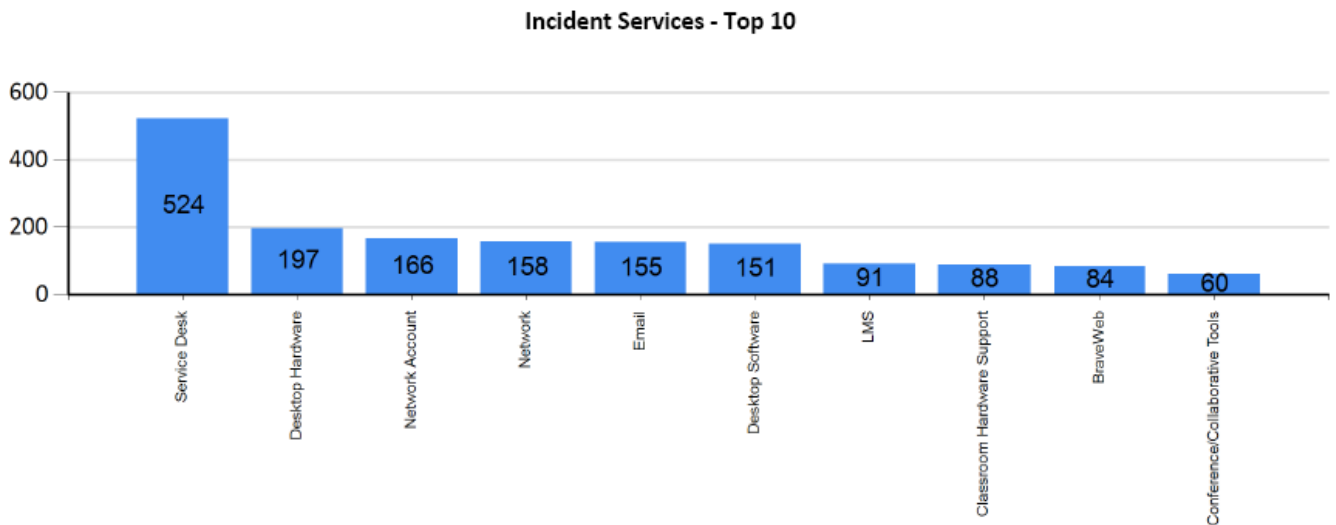
- 23 DoIT Projects Currently In Progress
- 59 - Completed Projects FY 19-20

**Projects and Efforts of Academic Interest**

- Netapp MetroCluster Hardware Upgrade
- ITSM Solution Research and Evaluation

**IT Support Services**

- **Incident Services – August 2020**

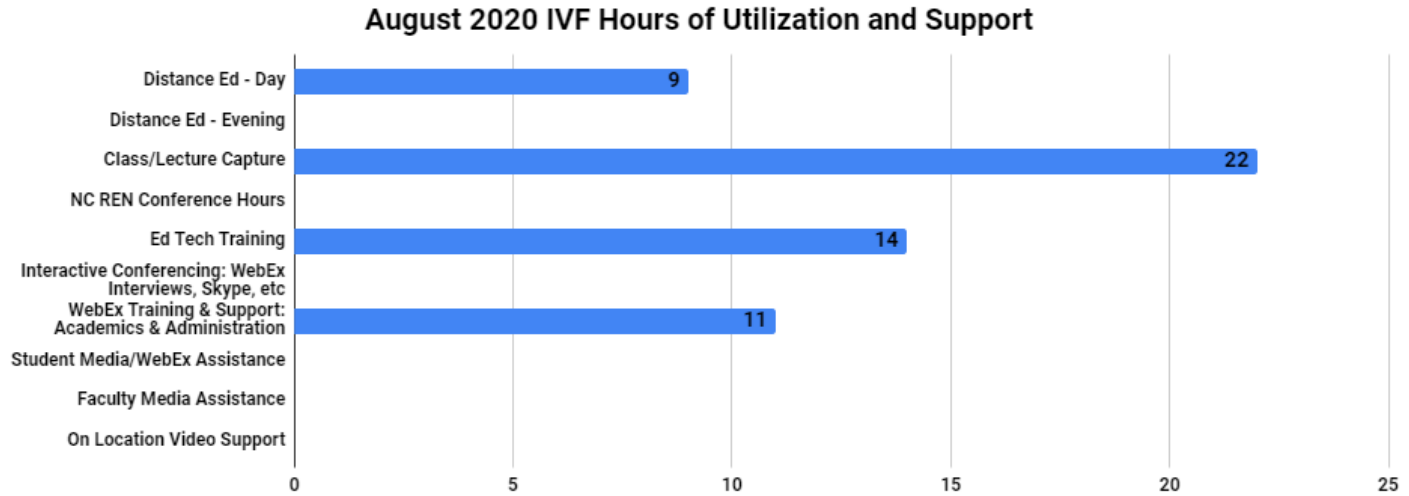


**Number of Incidents Resolved in August 2020: 1664**

**Calls Presented to the Help Desk August 2020: 2359**

**Interactive Video Facility**

The Interactive Video Facility provides services to the campus community in a variety of service categories. Please see the chart below depicting the number of hours of service provided during this reporting period in each category.



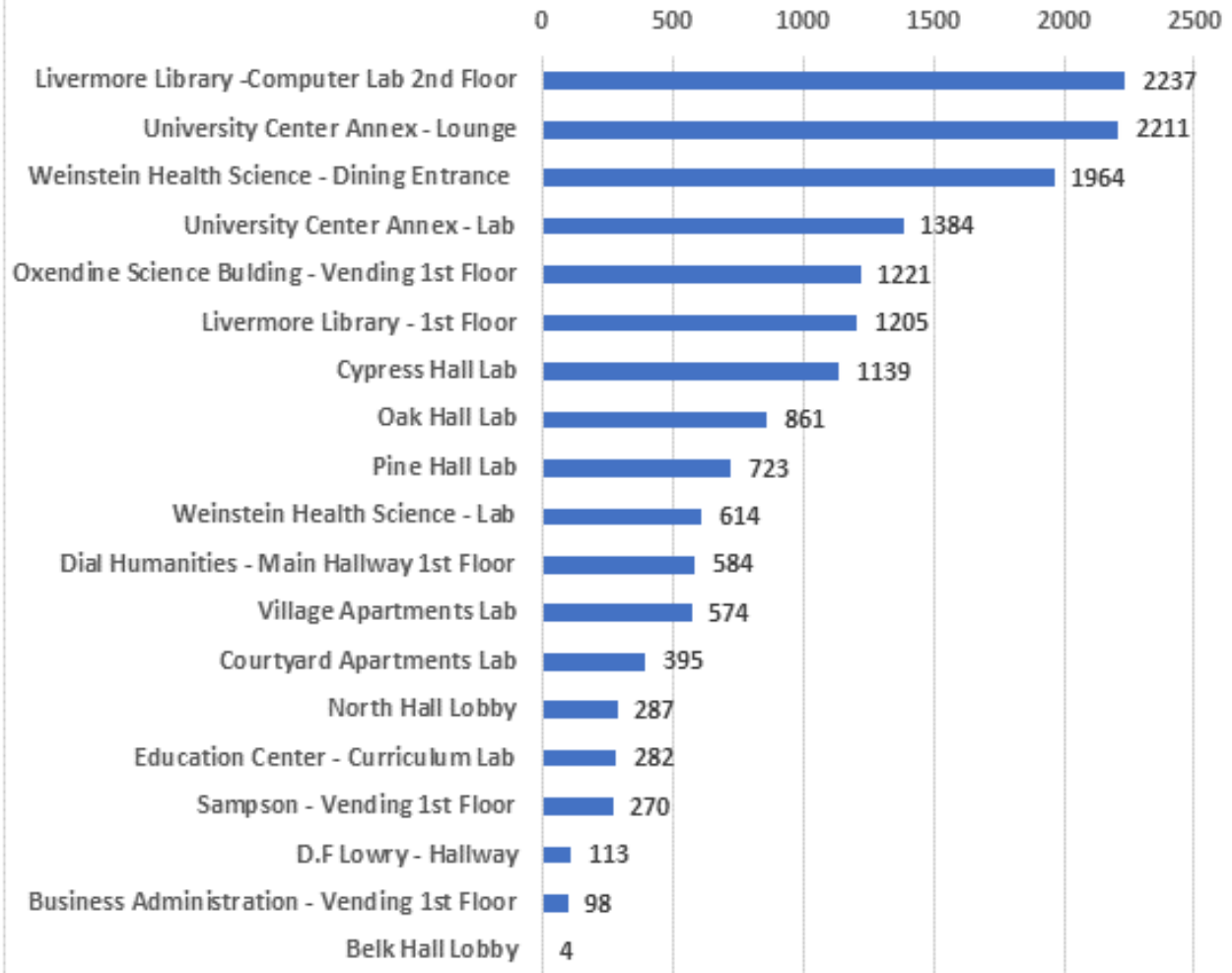
**Canvas Support Tickets to Instructure by Type – August 2020**

FAI	Email	Live Chat	Online Submission	Phone	Total
0	10	110	41	421	582

**WEPA Kiosk Print Station Report – August 2020**

	Total Number of Pages Printed	Mono Pages Printed	Color Pages Printed
Public Access	12,183	8,880 (72.89%)	3,303,(27.11%)
Residential Access	3,983	3,983 (100.00%)	0 (0.00%)
<b>Total</b>	<b>16,166</b>	<b>12,863 (79.57%)</b>	<b>3,303 (02.43%)</b>

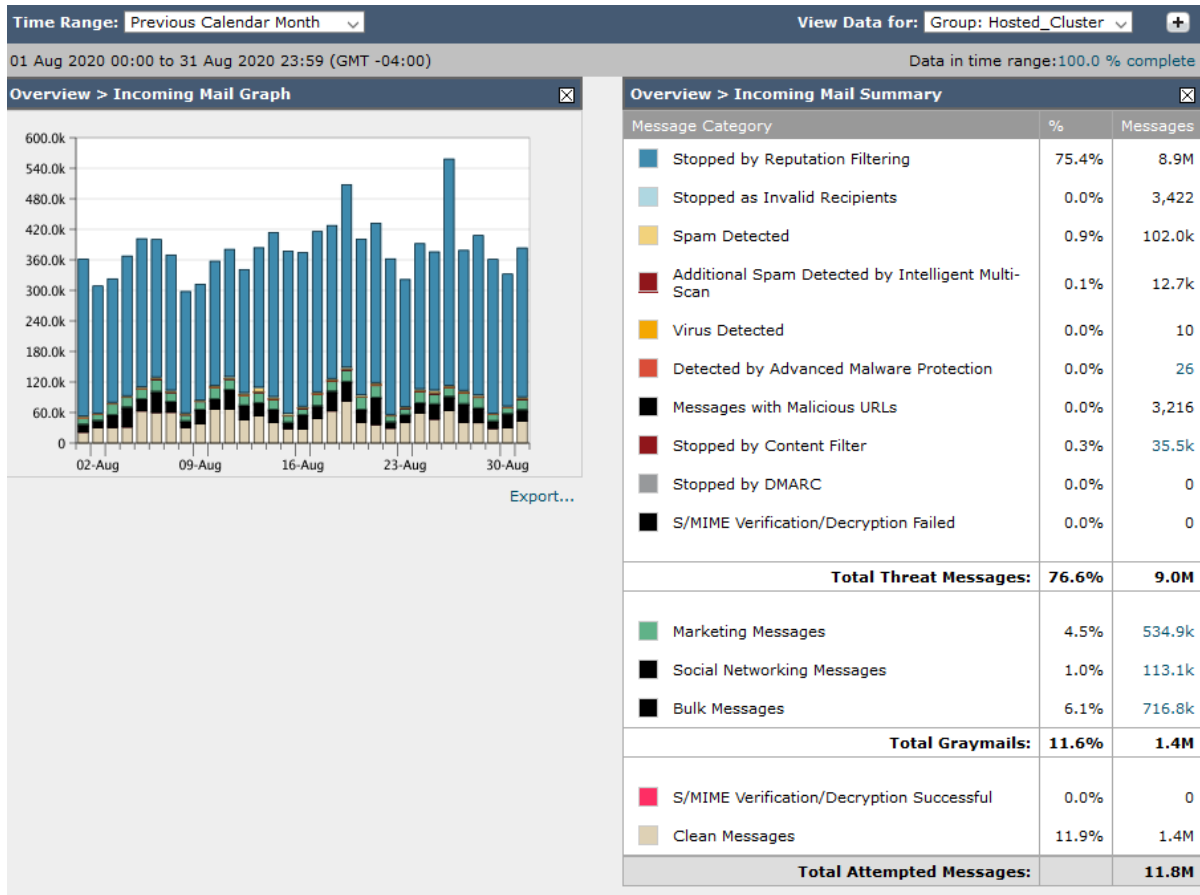
## WEPA Comparison August 2020



### IT Security Summary Report

#### Executive Email Summary – August 2020

Below is a table showing the incoming mail for the month of August 2020. Reputation filtering, by far, stops the most incoming emails. Domains are ranked by reputation and our email security system filters out the worst of those domains. There were also 3,216 emails blocked due to containing known malicious URLs.



## Vulnerabilities – August 2020

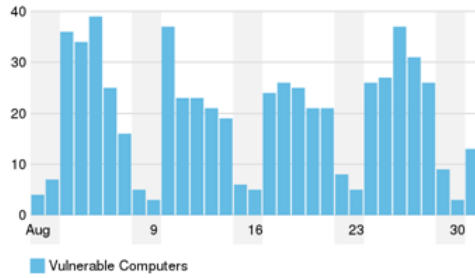
The first chart in blue shows the number of computers with vulnerable applications with a CVE (Common Vulnerabilities and Exposures), per day and the number of critical, high, and medium severity vulnerabilities within these applications per day. The second chart in red shows the number of vulnerable applications that have been executed, moved, or copied, and the number of vulnerable university owned computers.

## August 2020

# 22%

Vulnerable Computers

83.9% 



# 745

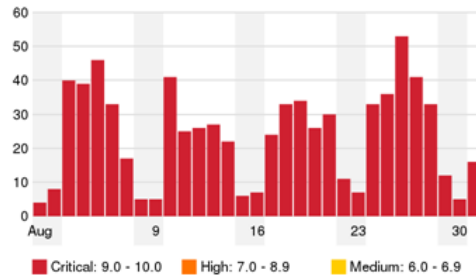
Vulnerabilities Observed

72.1% 

# 114

Unique Programs

67.6% 



## Number of New Compromises Reported in AMP / Compromises Resolved – August 2020

August 2020

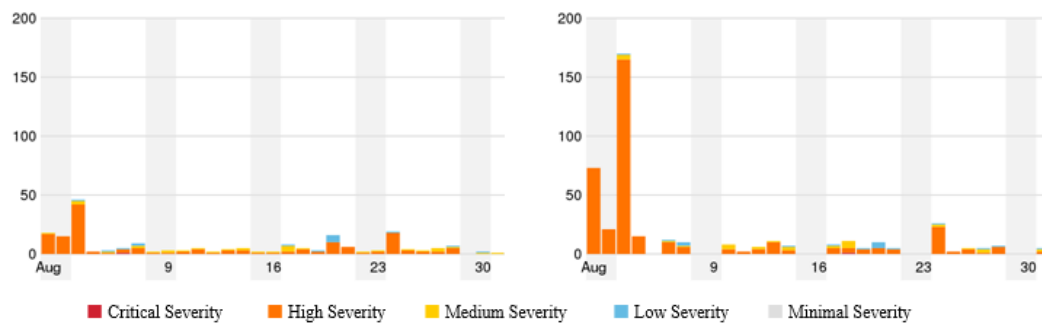
Compromises are malicious activity detected by AMP that has not been quarantined and requires additional action. The charts show the total number of new compromises and the number of resolved compromises per day, color-coded by severity.

210

New Compromises  
91.9% ✔

424

Resolved  
88% ✘



### Malicious Web Activity Detected by Umbrella June / July 2020

Command and Control requests could indicate compromised computers that are attempting to contact a control server for instructions, as is typical with botnets. Not the spike in Phishing requests as classes started.

**August 2020**



48k

MALWARE & DRIVE-BY REQUESTS



319

COMMAND & CONTROL REQUESTS



5.8k

PHISHING REQUESTS



### DUO Activity – August 2020

For the month of August 2020, there were nearly 1000 fewer attempts to use DUO, which stands to reason, as more faculty and staff members returned to work.

### August 2020

#### 2.4k Authentications

Shown at every 8 hours.



*Green denotes a successful authentication attempt and red denotes an authentication attempt failure.*