**CHE FACULTY ADVISORY BOARD FOR INFORMATION TECHNOLOGIES**

Meeting Notes

In attendance: Rachel Dunifon, Margaret Frey, Randi Rainbow, Adam Anderson, Sharon Sassler, So-Yeon Yoon, Matthew Hall

Issues:

Technological Collaboration

* Collaboration with others outside Cornell is hard
* Use of A/V, call-ins, remote meetings software are complex and oftentimes don’t work well

CSG Staff

* CSG needs to be more responsive/timely
* CSG staff rotation is bad. Loss of skills/capital built over time
* CSG should consider how to provide support for “whatever is necessary” for the academics; support for the fringe cases is the most necessary while current support model discourages it—when and how can faculty bring in outside expertise to provide support if internal support is not available or feasible?
* Specialist technology support for Linux, Macintosh needed based on specialty
* Use of these technologies are “not encouraged”
* Need more flexible/specialized IT support
* Staff not skilled in issues/problems with high computing power needs

Support Ticketing System

* Dislike web-based ticket system; Forget URL and response is slow
* Should be like CISER where an email makes the ticket
* Like contacting tech directly for faster support\relationship

Collaboration Tools

* Use personal Dropbox for outside collaboration because getting Cornell netids for collaborators is hard.
* What collaboration tools are available/should we use? What are the limitations?

Backups

* College level support/provision/purchase of backup is needed.
* EZ-Backup is not easy and not inexpensive.
* Hard to recover information from EZ-Backup system.

CISER

* Has a lot of login\password issues
* Should hold open access datasets for researchers
* Servers are slow, even after update; Local devices are faster
* It takes a long time for CISER to get an application in the working environment

CAD Computers

* Need higher computing power for animation rendering. CAD systems are high-end, but not high-end enough.
* Interactive needs for animations (live rendering) are too slow

Classroom Computers

* Classroom computers are too slow
* Classroom computers lose connection to license software in HEB T14 when rebooting for the monthly patches
* MVR 280 has two computers. The one in the back does the projection and this causes confusion

Faculty Computer Replacement Cycle

* Computer replacements should be no more than every 3 years
* Computer replacements process should allow for exceptional needs, such as higher performance CAD needs. Allow faculty to spend own funds to augment and then think about how to provide support.

Academic Information\Support Information

* Need a central place for academics to get admin process information
* Better information on services, possibly a paper page delivered periodically or web page
* Create videos for how-to for some administrative tasks faculty may do, such as backup\restore data

Admin Access on Computers

* Administrative access should be given to faculty who profess knowledge of how to use reasonably, not given out automatically, yet at the same time we need to be sure that faculty are aware that having admin support is an option
* Admin access password need to change from default and should not be based on user or system
* Admin access rights should include written “responsibilities” associated with it