

**Central Texas College
Computer Science Department
Advisory Council Meeting 2008**

21 November 2008

MEMBERS ATTENDING

Barbara Carver, Bell County
Elliot Germany, Panel Specialist Inc., Director of Operations
Rodney Hess, Bell County, Senior Programmer
Dale Koebnick, Metroplex Hospital MIS Director, (V-President, Advisory Council)
Angela Mars, Central Texas College, Coordinator, IT Education & Training
Steve Sanders, Blackhawk Management, Web Designer
Laurie Zimmerman, First National Bank Texas, Vice President, (President, Advisory Council)
Mark Zimmerman, Bell County, Sr. System Analyst

FACULTY ATTENDING

David Coleman
Doug Edwards
Dennis Ford
Mike Green
Tanya Gibson
Steve Schroeder
Jane Perschbach

MEMBERS MISSING

Steve Newberry, Director, Information Systems
June Farmer, Senior Software Engineer
Kevin Gunn, Director of Information Technology, City of Killeen
Marilyn Hall, Senior Programmer, Bell County
Maria Kelley, Program Analyst, Intergraph Public Safety

OTHERS

Renee Bondurant (Recorder)
Laszlo Eösze (Assistant)

I. WELCOME

The advisory council meeting was called to order by Laurie Zimmerman at 9:35 a.m. Ms. Zimmerman welcomed all members and then turned the floor over to Dennis Ford. Mr Ford made apologies for Mr Grazinski who had a medical appointment he could not cancel and also welcomed the council members.

II NEW BUSINESS

A. Mr. Ford discussed the minor proposed changes to two Certificates offered by Computer Science Department:

- **Information Center Specialist will be renamed Computer Help Desk Specialist to reflect changes in the workplace. The only content change is one course substitution: Introduction to Visual Basic Programming is to be replaced by Introduction to the Internet.**
- **Web Design Basics Certificate: It will be a 32-hour Certificate, including courses from the old Web Design Degree that was inactivated due to low student enrollment.**

B. Mr. Ford then introduced the new initiative for 2009, based on input from last year's Advisory Council meeting: Computer Security – as a Degree and as a Certificate:

- **Information Security Management will be a 64-hour AAS degree.**
- **Information Management Security Specialist will be a 31-hour Certificate.**

This new program will utilize “Operating System Security” which is a course we added to all our programs based on earlier input from the advisory council. It will also require four new courses to be introduced by our department. They are “Fundamentals of Information Security”, “Information Technology Security”, “Security Assessment & Auditing”, and “Security Management Practices.”

Capstone for the Security Management degree will be the combination of ‘Project Management’ and ‘Security Management Practices’ courses.

The requested integrity and ethics components will be part of the upper level courses.

Details were presented to the council members in the hand-outs.

C. Additional items addressed by Mr. Ford:

- **CTC's emphasis of making all classes available for On Line instruction.**
- **The State of Texas goal of limiting credit hours required for degrees to 60 hours. This is why we limited our new degree plan to 64 credit hours.**
- **The State of Texas is discussing future funding of schools based on student-credit-hours completed instead of number of students enrolled.**

D. All council members present endorsed the proposed changes and the Security Management programs.

III COMMENTS FROM THOSE PRESENT

The floor was opened as it is every year for comments from the council members. Mr. Steve Sanders was very pleased with the Security courses, and indicated that on Ft. Hood Directorate of Information Management (DOIM) had internships available for Information Assurance volunteers.

Ms. Dale Koebnick was sure that the security program would be successful, since it was both currently popular and also not tied to a specific operating system – which is important in her hospital setting.

On the topic of current High School interests, Mr. Ford stated that the bigger area school districts (CCISD, KISD, LISD) were absent at an articulation agreements meeting recently attended.

Question about AS/400 instruction: We no longer had any students willing to take those courses. A lack of interest caused us to disband those courses.

Ms. Koebnick asked if we used Sharepoint anywhere, since it was big in the hospital. Dr. Perschbach said she is using it as part of Project Management, and that the students really liked being able to go back a semester and

seeing what the previous students had thought important. Mr. Sanders then emphasized the importance of 'knowledge management,' with someone in charge of 'technology', someone who can organize this information and make it findable; make input appropriate. This can be a great tool.

Mr. Germany then brought up the subjects of scope of knowledge and communication. Specifically, IT employees must also be able to interact with and help create the budget of their employer. IT is hardware, but is also requires articulating requirements to non-IT folks: the users and operators, but also the budgeting folks and management. They must be able to translate tech-speak into what management understands. 'Total cost of ownership' is very different from 'cheapest', if stability is important or a narrow window of opportunity presents itself, that must be translated for favorable budgeting support.

Ms. Mars mentioned that CTC has hired a Faculty-IT 'Integrator' for exactly this.

Ms. Koebnick supported this line with her hospital experiences: Since all records are now electronic, the doctors must learn how to interact with computers, but they are allergic to "typical" IT instructions (tech-speak, excessive detail, insulting manners). She now needs a liaison for them, a 'clinical techie' who can explain the IT part of the doctors' job in very few sentences, and point-and-click instructions. Unfortunately, some of this translation skill may be innate, and not trainable. Hiring the right guy is essential; someone who can communicate not just the right tech information, but do it in the correct register: speak at the questioner's level, in a way that makes sense to them, and without insulting.

Ms. Zimmerman said that if someone could explain tech issues to laymen, they would have a job forever. There will always be some executive who can't make their printout fit on a sheet.

Many others agreed on the importance of being able to stand up and make a presentation in support of an IT concept or issue, otherwise business will not support it.

Mr. Germany and Mr. Sanders brought up the topic of Human Resources - Technology integration, citing the example of email issues becoming HR issues. IT folks must also be generalists, have knowledge in accounting, HR,

and any other system-specific subjects, so that they can support their employer.

Ms. Koebnick also addressed the availability of budgeting dollars being tied to IT becoming a staple in more and more business environments. Her case in point was healthcare IT budget went from almost zero to almost open, thanks in part to HIPAA and the digitalization of all medical records.

Ethics and trustworthiness then became the next focus: This not only applies to the hospital setting, but also to banking, and everything else.

Mr. Sanders interjected that it is not working, and more oversight was coming, especially in view of the new portable (USB) devices. Fort Hood has outlawed USB storage devices, and locked out all USB ports. Even CD burning is now prohibited.

Vista: not being used by Metroplex Hospital system or by Dell (internally).

Mr. Hess (who is staying with XP) had in-house questions addressed to him based on 'the network administrator in San Francisco' [who took all the Admin passwords with him]: how to stop someone like that? And the answer is that we can't. Companies ultimately must trust someone. They must also pay and treat him well enough to retain his loyalty. Oversight is good, but who oversees the auditors? Bottom line is that it all comes down to Ethics. Dr. Perschbach mentioned a 'FLASK architecture' based on SE Linux, which compartmentalizes and distributes trust levels.

Ms. Koebnick agreed: It is all about Trust AND Accountability. She does not like to hear "it's not our job". IT components of confidentiality, productivity, and access [must be balanced]. "Trust but verify." But "policy" becomes "policing".

Learning types was the next topic.

Gaming has business applicability for IT. We must remain open minded about the new stuff, including gaming, texting, Facebook, and Second Life. (CTC has a presence in Second Life).

Mr. Hess indicated Intel Corp. encouraged use of Face Book pages, but that the [older professionals'] pages were neatly organized, while most regular pages are total chaos – but completely 'normal'. That is because the younger generation now thinks that way. It is not the kids who need to

change, it is us. Even if we don't understand why people text-message or access banking via their cell phones, the fact is that they do, they want to, and that our businesses [which is 'us'] must adapt. Ms. Zimmerman concurred that we needed to get over it. Grapevine Mills Mall is "insanity" and chaos to the older generation – with all the TVs and activities – but that the kids love it.

Ms. Koebnick then mentioned that the new management is all younger. But she also re-emphasized that 'multi-tasking' normally means 'not truly focused.'

Today's kids are learning many things that we never did, since they didn't exist, but they may also be missing out on some things they need, that we received. [We need to teach them.] We learn differently [which is neither better nor worse].

Are ethics changing? What were they 40 years ago? What will they be in the future? Eg: Not being 10 Minutes early for work was bad in the '60s, while being 5-10 Minutes late may be OK now. But we must still instill some ethics.

Meeting adjourned at 10:45 a.m.

Laurie Zimmerman
President, Advisory Council)