OPERATIONAL SERVICES COUNCIL
January 25, 2018
Central Services E301
2:30 p.m. ~ 4:00 p.m.

ATTENDEES

Members Present:	Patrick Feehan (Vice Chair), Sharon Kauffman (left early), Christina Devlin, Kimberly Robinson, Angela Nissing, Sharmila Pradhan (Co-secretary).
Members Absent:	Joanne Chiu, Chris Baumey (Secretary), Kathryn Chantry, Carl Whitman, Marvin Mills.
Substitutes Present:	
Guests:	Annie Shane (IT)

CALL TO ORDER
Patrick Feehan called the meeting to order at 2:40 pm.

AGENDA and MINUTES
The January meeting agenda, and the December meeting minutes, were approved by Operational Services Council members.

OPEN COMMENTS

Dr. Devlin expressed a concern about the bookstore having a person checking receipts. She felt it may be somewhat intimidating. Sharon Kauffman offered to discuss this concern with Gail Erskin, who oversees the contract with Follett.

Faculty Position – Sharmila suggested Dr. Laura Anna, Chair of Chemistry Department, as a potential candidate.

Ad-hoc Parking Appeals Board (Germantown campus)
Dr. Devlin offered to contact Jon Pointer with information.

ANNOUNCEMENTS
Phishing Program Results
Annie Shane presented the results of the Phishing Awareness campaign. She informed the OSC members that those who do click on the phishing e-mail get more fake phishing e-mails to help them become more

vigilant or increase awareness. Members asked if there was a way to tell which type of device the person was using when they did click on the phish trap e-mail. The reasoning being that smaller screens like phones can be a factor in someone clicking a link by mistake while trying to scroll. The IT solution to reducing phishing impact is to go to a two-factor authentication for everyone. They also focus on certain departments that have more sensitive data, such as student records or human resources.

Pin to Print
Patrick Feehan reported back regarding the cover page that prints out every time someone sends a print job to the printer, even if they set it as a pin-to-print. It is only happening at CT, where printers are centralized. It is a System Administrator function that was setup to prevent confusion when multiple print jobs are sent by different people to the same printer. It does fulfill that need, which can be important when sensitive or confidential documents are being printed on a common printer.

ADJOURNMENT
The meeting adjourned at 3:45 pm. Next meeting will be on February 8, 2018.

Respectfully submitted by:
Sharmila Pradhan (Co-Secretary and note taker of the meeting)