MEETING MINUTES
IT MANAGERS COMMITTEE

DATE: JANUARY 14, 2015
TIME: 9:30 AM TO 11:00 AM
LOCATION: UNIVERSITY HALL, ROOM 450
CHAIR: DOMINIC FERRARI, CO-CHAIR: ERMA FRITSCHEN
CALL TO ORDER

Dominic Ferrari and Erma Fritsche welcomed the group and made introductions around the table.

BUSINESS

Dom asked if there were any changes to the last meeting minute. There were none. Erma motion to accept them, Shannon Funk seconded the motion. The committee voted unanimously to accept the minutes.

Dom reviewed IT Governance meeting dates and the online locations for the meeting minutes. He encouraged all to read them.

Data Center Update - Erma & Meagan Pfaltzgraff congratulated UCIT on the successful care generator connection at the end of December. During the shutdown all unnecessary under floor piping was removed. The UPS upgrade for the data center will be in place by June but no outage is planned for the installation. Only single feed power to specific servers/racks may have to be powered down and that will be communicated in advance for those service managers to make the appropriate arrangements. There are only a small number of these in the data center at this time.

The Data Center Task Force’s short term recommendations are:

1. Implement disaster recover/continuity for mission critical systems
2. Upgrade of 10 MB to 100 MB and extend it to research centers across campuses.

Mid to Long term planning 3 – 10 years out: Construction of new data center possibly in partnership with UC Health. The Task Force Committee will probably be in existence for 10 years.

McAfee ePO Update – Infrastructure in in place and the consultant was on site during December. Discussion is on-going with OIS to decide how to roll out this new centralized service. Departments who want access to the ePO servers should contact the Help Desk, Bo or Matt Williams in OIS. The OIS website has not been updated with the new information but will be shortly. The service to obtain McAfee antivirus software for student, faculty and staff personal machines process is same.

Mass Storage Update – Don’s group is working with RoundTower Technologies for class enterprise storage. They will send a report to Don by 1/24. All of the equipment under consideration is on the IUC and UCIT will implement it, which means the contract will not have to go out to bid. Don will share the report with this committee before the next meeting.

FERPA, HIPAA and Other Data Security Policies - Bo is researching other universities programs for their Red Flag best practices guides for student financial accounts to help draft one for UC.
The University is not required to comply with the Federal Information Security Act (FISMA) at the present time but some research will require it in the future. In preparation, OIS is scheduled for FISMA training and will present at Office of Sponsored Research.

The UC HIPPA policy has been approved by the Executive Committee and the Board of Trustees. COM is aggressively implementing it.

The Risk Acceptance Policy has also been formalized and accepted.

The Password policy officially changed from 180 days to 90. OIS will distribute the policy to the community and begin enforcing it once a good marketing strategy for communicating has been developed. The CLS password will not change immediately. Some of the barriers associated with changing passwords more often than 180 days are: It causes people to write down passwords, which makes them insecure, users become confused by phishing emails requesting password changes, and changing passwords in multiple places for mobile devices.

Strategies to consider for managing password security in addition to the 90 day policy are implementing multiple policies to allow longer password expiration periods based on password length and complexity. User would receive feedback while entering it that their password complies with the 90 day policy, 180 day policy, or the one year policy, etc. Also, send a text message to a mobile device to alert user of all password changes.

Password policies and risks need to be better communicated to the user community. Phishing and sharing of passwords is more of a problem now than brute force. IT Managers should alert OIS via abuse@uc.edu and technician@uc.edu when phishing emails are being widely distributed. Other possible communication strategies include sending users links to relevant high-profile hack cases in Ohio, implementing a clean desk policy, and offering better training via the on-boarding process in HR. Dom will take the issue to IT Council for guidance on improving communication to inform the UC community about password policy changes, security and risks. The topic of taking home university owned equipment also came up in the discussion and Brian Verkamp agreed to send the link to the committee for the form to facilitate the process. (Note: Brian sent the document post-meeting and it is posted on the IT Manager SharePoint site under Shared Documents)

System vulnerability policy: OIS completed a comprehensive scan all of UC hard-wired servers and desktops (excluded mobile devices) in late December. They are still analyzing the results and have begun sending reports to units that have vulnerabilities. Departments with known critical vulnerabilities need to contact OIS to help develop plans for resolution, which may include some risk acceptance.

OIS was not able to run separate scans for servers and desktops but that is a future goal because servers represent a higher risk and higher priority. One issue learned from the December scan is that there are more public facing IPs than anticipated.

**Dell Contract Quarterly Update** – Dom and a small working group met with Dell in Dec. to look at the roadmap of new models coming out and end of life for older models. A work group is developing a spreadsheet to help identify models that changed and will update the Premier site with new models when it is done. Obsolete models have been taken off the site. They will work
with Dell. Purchasing wants feedback for contract purchases for standard model changes. The contract has to be updated when models change. Dom recommends regular quarterly meetings with Dell so we have more advance notice when changes are coming. The cycle seems to be that models last approx. 2 years. This cycle was an exception that model changes are occurring mid-year for UC instead of at the end of the contract period in June. The committee asked Dom to negotiate adding more model options to include small, mid and high-powered laptops in the next contract. The Dell contract working group is meeting this Friday (1/17/2014) to look at model changes. Bo asked that OIS be kept informed of model options and changes to the contract.

**SIS replacement** - Pat and Gary will provide overview next month.

**AirWatch** - Bruce Burton is the contact for units interested in piloting AirWatch for mobile device management (MDM). He will provide an update next month. This committee wants regular updates on network change sent via emails. There is a self-service web portal for registering devices and Bruce will send the link to committee. (Note: Bruce sent the registration document to the committee in email after the meeting and posted it on the SharePoint site)

**ITSM** - The Efficiency council endorsed moving forward with service management program. Dom is working with Nelson Vincent to staff it. The approach will be to embed specific services and will include training and awareness. One of their goals is to provide improved comprehensive training, awareness and certifications for IT staff across all units.

**eLearning and Blackboard Upgrade Update** - Chris Edwards, CoN and Melinda Rhodes-DiSalvo, CET&L (chair and co-chair of the IT Governance eLearning Committee) gave a presentation on the status of the Blackboard upgrade and associated programs for evaluating enterprise eLearning tools. All CoN faculty and 25 other faculty are participating in the pilot that started on Jan 6. They offered the communications template developed by the eLearning Marketing and Communications group. Send email to spacytc@ucmail.uc.edu to obtain the template. CoN developed a template for the Blackboard start page that can be customized for each college. Visit the Blackboard upgrade page for more information about known issues, status updates and training dates.

Chris issued the call to IT staff to become more involved in the new Blackboard rollout and eLearning environment (see attached slides). The eLearning Committee is tasked with developing enterprise resources for all eLearning at UC. CET&L is the source for training for IT and pedagogy courses. Pedagogy should be integrated with IT concepts. Chris and Melinda will work with Dom and Erma to schedule a training session outside of the committee meetings for IT Managers to see the new features of Blackboard SP13 and the new eLearning tools. Chris and Melinda will come back periodically to provide updates.

New eLearning tools:

- Collaborate (replaced Elluminate for conferencing) embedded in Blackboard so it is accessible for all faculty and students.

- Kaltura - Video streaming (replaces Camtasia type products) that is Teach Act compliant and offers captioning.
- Echo 360 – Lecture Capture application that can be used with the existing hardware infrastructure in the classrooms from Podcast Producer. It comes with lecture tools and analytics.

The eLearning committee is recommending that the University purchase a 12 month contract at a reduced rate to pilot all three applications. Chris will take the recommendation to the IT Council on Jan 22 for approval. The eLearning Committee will continue to evaluate other products during the pilot to help determine the best long-term solution.

Tech Expo – Bruce Burton said the IT Leadership Academy is offering a tech expo in mid- to late Sept. IT managers are welcome to bring new products, etc. He will provide more information to this committee as the plans are developed.

**ACTION ITEMS**

- Old Action Items
  - Dom Ferreri – Create a subcommittee to develop desktop standards for Dell computers to run UC enterprise applications.

- New Action Items
  - Dom Ferreri – Seek guidance from the IT Council for communicating password polices and associated risks in their next meeting (Jan 22).
  - Dom Ferreri – Work with Purchasing and Dell to include more model options for laptops on the next contract.
  - Dom Ferreri and Erma Fritsche – Work with Melinda Rhodes-DiSalvo to schedule a training session for IT Managers to see the new version of Blackboard and the new eLearning tools (Collaborate, Kaltura, Echo 360).
  - Don Rainwater – Share the report from RoundTower after 1/24.

**ADJOURNMENT**

January 14, 2014 at 11:00 AM.