Meeting Minutes

Date: February 8th, 2018
Time: 10:00–11:30AM
Location: University Hall, Room 430a

Attendees: Ken Hirsh, Katrina Biscay, Tony Iacobelli, Kerry Overstake, Don Rainwater, Mel Sweet, Dom Ferreri, Laura Dell, Gary Grafe, Eric Anderson, Bruce Burton, Anton Harfmann

Guests: Geoff Costa

Apologies: Jesse Fatherree

Current Membership Roster

1. Welcome and Introductions
   a. Ken Hirsh welcomed new committee member Laura Dell, Assistant Professor in CECH.

2. Review and Approve Meeting Minutes (attached)
   a. Katrina Biscay moved to approve the minutes. Tony Iacobelli seconded the motion. The minutes were unanimously approved.

3. Two-factor Authentication/Duo Update (Geoff Costa)
   a. Geoff Costa has been spearheading this project. The initiative came down through senior leadership. July 31st was the initial start of the pilot testing of Duo on UCFlex with the Controller’s Office, HR, OIS, and BCS. During the month of September, phase two began which opened it up to business users with a 2 month opt-in period. During the opt-in period, 70% of users enrolled. As of November 1st it was mandatory enrollment for all business users (1,414 users are currently in mandatory enrollment). Duo is going live March 1st. This will require all UCFlex users to use Duo, no one is allowed to opt-out. (People using the
UC mobile app or that hard swipe to clock in and out will not be required to use second factor). They are currently trying to communicate to leadership throughout all departments to encourage self-enrollment. About 3,500 people are currently enrolled, about 15,000 people will be enrolled total starting March 1st.

b. They are encouraging all users to use the Duo Mobile app which is an industry standard. There are options for people that don’t have cell phones or landlines. Duo will remember your second factor for 30 days as long as you are on the same computer, on the same browser. If you are on a new browser, you will have to provide second factor again.

c. The Help Desk has been a part of the project from the very beginning. There have been very few issues—mostly about how to setup their device. There is a website and KB articles for assistance.

4. Trickbot Malware Update (Katrina Biscay)(attached)
   a. OIS are still seeing traces of TrickBot activity on the UC Network. This is mostly coming from machines that are not centrally managed, but are university owned. The virus is still on 1500-2000 devices. Attached is a list of recommendations to do long-term to reduce the chances of this happening in the future. UC is in a really good spot at the moment because of the network refresh that Bruce Burton is spearheading. We will be able to accomplish some of these tasks because of the network project without any additional investments.
   b. OIS has noticed variances to TrickBot. It has been modified to use other resources to communicate. These variances have been reported and UC is working with McAfee to create updates that will be pushed out to computers over the next 2 years.

5. Update on Collaboration Tools Strategy (Bruce Burton & Dom Ferreri)
   a. The sessions were conducted yesterday and will continue through today. The sessions consisted of a lot of questions to gather information from the users to understand what tools people are using for communication, what they aren’t using, and why. CDW is gathering information from areas across the university and will put together the report of the focus groups. Based on CDW’s report, UC will be able to form a recommendation.
   b. Q: How might this relate to the discussions with Microsoft? A: It might relate if one of the recommendations from CDW is for heavy use of Microsoft tools. This could be a good way to go if those tools recommended by CDW are included in our Microsoft agreement.

6. Portal Project One-Pager and Enterprise-wide Survey Tool Task Force Update (Ken Hirsh)
   a. Last month, the one pager about the Portal Project written by Jesse Fatherree was presented, recounting a pilot and the rational of the portal.
   b. Anton Harfmann led the enterprise-wide survey tool task force.
   c. Both of these were left seeking senior sponsorship. Ken Hirsh spoke to Nelson Vincent and it was understood that the Provost and the President were behind both of these project. Nelson will report on this during the ITCAC meeting next week.

7. Technical Advisory Group Update (Gary Grafe)
   a. Gary Grafe has all the documentation to discuss with the group. He is planning to meet with them in the two weeks. He has a list of interested participants and will
post this list to Box to ensure he is not missing anyone. A link to the agenda and documentation will also be posted to the Box folder.

8. **IT Foundational Infrastructure Capital Funding (Bruce Burton)**
   a. The project is getting to the point where they can start moving forward. Meetings have been scheduled with the deans and IT Managers. Nelson will discuss the project at the dean’s round table in March.
   b. The upgrades are planned to start the week of UC’s spring break. They will start with HBP and moved to the CCM node. The CCM nodes will talk about 2.5 weeks to upgrade all the switches. The upgrades will take place between 4am-8am.

9. **Other Updates**
   a. **Annual Penetration Test** – The annual penetration test is scheduled for the week of spring break. This is an external vulnerability assessment, in simple terms. About a month after the test, the results will be issued to OIS and distributed to the system owners. UC is not expecting any impact. If anyone becomes aware of an issue, or sees something out of the norm, please reach out to OIS.
   b. **Wepa** – 1.1 million pages have been printed since August. The original complaints have subsided. The College of Business was just recently added.
   c. **Box** – There are about 19k active accounts, using about 85 terabytes of storages.
   d. **Telecom Upgraded** – Fax will stay on analog. Analog gateways will be in the node rooms.
      i. **Q:** Will it still be per hire for adjuncts? **A:** Kasi Steward is working on what is included in the bundled rate. Bruce will bring the question about what is included in the bundled rate to her.
   e. **Microsoft Update** – Miami is the hold out on the IUC communications. There will be no information from Microsoft or releases of the costs until Miami agrees. UC will be moving forward negotiating their own agreement separately. If IUC comes to an agreement, UC will use the IUC contract agreement.

10. **Adjourn @10:30AM**

Core Services and Shared Infrastructure Box Folder