Core Services & Shared Infrastructure

Meeting Minutes

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

Current Membership Roster

Attendees: Bruce Burton, Dom Ferreri, Katrina Biscay, Anton Harfmann, Don Rainwater, Jesse Fatherree, Laura Dell, Mel Sweet, Kerry Overstake, Tony Iacobelli,

Apologies: Eric Anderson, Gary Grafe

1. Review and approve previous monthly meeting minutes (attached)
   a. Dom Ferreri moved to approve the minutes. Don Rainwater seconded the motion. The minutes were unanimously approved.

2. Portal Project – See Ken’s attached summary from IT Council
   a. This issue is interdependent with the current work being done on the collaboration tools championed from IT Managers committee. All suggestions are welcome.

3. Enterprise-wide Survey Tool – See Ken’s attached summary from IT Council
   a. Ken Hirsh took this committee’s discussion to the February 2018 IT Council Meeting. Ken’s interpretation of IT Council’s response is attached.
   b. There was discussion surrounding funding for a tool. Generally speaking, when UC identifies interested in a common use of a software tool, it is pretty common that when spend is added up there is support for the tool. The ongoing challenge is that spending is happening in distributed units. The committee should create a recommendation on how to fund this tool to start the conversation, even if it is not the best option at the moment.
c. There were a few suggestions mentioned:
   i. Including the survey tool as part of the bundled rate software tools.
   ii. Accessibility needs to be taken into consideration when choosing a tool. Often UC elects to purchase the most expensive option for an enterprise tool when a cheaper less robust tool will suffice for most of the campus. UC should considering purchasing the lowest form of what Qualtrics offers (the Camry) and let the colleges that need the more advanced option purchase that portion of the tool on their own (The Bentley). This would reduce cost of the enterprise tool.
   iii. There should be a review process to the bundled rate and to have the bundled rate spread out into the line item of software. This could be a part of the annual review that this committee does. It would solidify the importance of the CS&SI committee.

4. Enterprise Risk Management Heat Maps (attached – Bruce)
   a. The committee reviewed the 2015 – 2016 risk heat map and compared it to the 2017-2018 (see attached documents).
   b. Key governance committees helped score the university’s risks. Key governance committees includes Board of Trustees, Enterprise Risk Management Executive Committee, and the R-Risk Council (leaders from across campus including representatives from Faculty Senate).
   c. IT Security has moved into the number one position by all three committees and IT Operations has moved to the number two risk position. The move up is indicative of what is happening across the world. One of the risks driving the rating is malware and its impact on institutional core mission.

5. Technical Advisory Group Update (Gary Grafe)
   a. Gary Grafe was not in attendance, no update.

6. IT Foundational Infrastructure Capital Funding (Bruce Burton)
   a. The network upgrade will start Monday, March 12th in Kowalewski and then they will move to the CCM node.
   b. Bruce and his team have been meeting with representatives across campus to communicate the upgrade.
   c. The network upgrade should take about a year, aiming to be complete by Spring Break 2019. It will probably be late May before the wireless upgrade begins and phone will start by late June. There will be notices and communications distributed about the continuous upgrades.
   d. Q: Are there choices involved on the user level regarding phones? A: Bruce will provide a description of the phones to this group.
   e. Maintenance Schedule Website: http://www.uc.edu/ucit/maintenance/it-network-phone-refresh/schedule.html

7. Other Updates
   a. Annual Penetration Test - The annual penetration test is scheduled for the week of spring break. It is being conducted by Rapid7. This is an external vulnerability assessment, focused on all public facing assets. 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.

b. **Co-chair Succession** – Ken Hirsh accepted to serve for CS&SI Co-chair for only 1 year. Eric Anderson was nominated by Diana Noelcke to serve the second year term during the June 2017 meeting. In the August 2017 meeting minutes, it is noted that Ken Hirsh accepted the co-chair role for the first year, but it does not say whether or not Eric Anderson accepted the co-chair role for the second year term. They were nominated because they are the only faculty members on the committee other than Anton Harfmann who has already served as a Co-chair.

8. Adjournment @ 11:10AM