



## IT Managers

# Meeting Summary

December 13, 2016

9:30 AM - 11:00 AM

University Hall, Room 450

### Welcome and Meeting Objectives – Dom

### Review and approve the summary of 11-08-16 meeting – Dom

The November's meeting summary was approved.

### New Business

### IT Managers Notification Listserv – Dom

Dom mentioned that the new IT Managers Notification Listserv is now operational. It is called UC-IT-NOTIFY. Dom has placed everyone from the IT Managers listserv on this list and you may add additional individuals (open subscription). It is intended to be a one-way notification list. The current IT Managers list will be used for discussion and information relevant to the group. Notifications from Footprints and the PIO will be sent through the new listserv. To subscribe:

Send an email to: [UC-IT-NOTIFY-request@LISTSERV.UC.EDU](mailto:UC-IT-NOTIFY-request@LISTSERV.UC.EDU)

## IT@UC Governance Committees: Updates, Strategies Information Security & Compliance

### Update on IT Security Policies – Matt Williams & Katrina Biscay

Katrina mentioned the Incident Response Policy was sent to the IT Governance Council for review and approval. The council approved the policy in October and now it will be presented to the vice presidents for approval. A question was raised whether the policy has enough force to be effective?

The recent malware incident with the FedEx email was discussed. The best and most appropriate action to take when something like this email has been uncovered is to contact InfoSEC immediately. They monitor email messages 24/7. They can immediately react with ways to recover files and restrict further damage to the university. It was mentioned that in this example the

## IT Managers Committee

### Committee Co-Chair

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individual's Box files were encrypted and were not accessible. Are the Box files backed up on a regular basis and can the files be recovered? Don Rainwater reported that Box maintains several back-up copies of files. A request to restore an older copy must be submitted.

Matt Williams said that there were 5 policies recently approved by the Governance Committee

1. InfoSEC policy Framework
2. Accessible Use of IT
3. Electronic Mail Policy

The Exchange server is the official university email system. Other systems in use will be terminated and those users placed on the Exchange Outlook system.

4. Password Policy

Password reset time has been extended from 90 to 180 days unless there is an external requirement for a shorter time period.

Two factor authentication has been placed on hold

5. Vulnerable Electronic Systems Policy

All of the above policies are on the InfoSEC website along with others in the approval/development process.

### **Research & Development – Jane Combs for Annette Marksberry**

Jane reported on the UCScienceNet Expansion award recipients and their projects.

1. Big Data Knowledge Base UC College of Medicine
2. Data transfer and Interdisciplinary Collaboration within UC
  - a. UC Geography and UC Mathematics
3. Building Bridges for Data Transfer data Harmonization
  - a. CECH (Criminal Justice) and Office of Innovative Technology
4. Digitization of scholarly Information – UC Libraries Langsam Digital Lab

Jane also mentioned that an offer is being made to fill the position of cyber infrastructure engineer.

○ **eLearning – Chris Edwards**

Chris mentioned that starting Monday, December 19<sup>th</sup>, there will be a connection between WebEx and Kaltura such that a recording of a meeting in WebEx can be stored in Kaltura. There will be three knowledge base articles related to this topic posted. The articles include:

- Editing and Clipping
- Sharing Content
- Captioning

As an update on grade submission, he stated that 1,300 individuals have viewed the KBA on submission of grades. Consulting services are being offered on Wednesday 12/14 from 9 – 5 pm to assist those in submitting grade to Blackboard. The service desk has also been informed and has been directed to forward questions regarding grade submission to either the KBAs or to the Catalyst staff.

The patch to Blackboard that addresses the grade submission issue requires some downtime to apply and there are still issues with large grade books, and very short courses.

**What One Thing – Student Printing – Don Rainwater**

Don mentioned that the student printing contract has been given to WEPA to manage. The company plans to install 36 printer kiosks across the campuses. The concept is similar to a Coke machine dispenser where you can pay for you print jobs using a credit card or Bearcat card at any location. There will be a pilot run during Spring Semester for a select group of colleges/departments. There was a concern voiced about using credit cards over the UC network to the WEPA machines and having a secure network. This issue is being discussed with the Treasurer's Office. The only major issue currently is the free print some areas offer. Currently, WEPA charges 5 cents per page b/w and 20 cents for color compared to 7 cents currently charged for B/W and 40 cents for color. However, included in those higher charges are the free prints.

The advantages of this new system is that it offers web-based and mobile printing which currently is not offered. There are other features that are not currently available but may become available through WEPA. There was a concern that the 36 printer kiosks may not be enough for the campus. The selection for placement would be determined by the current volume of printing at the current locations. However the printers do not have to be located within a computer lab or room. In terms of maintenance WEPA provides the paper and toner. UC will need to load them into the kiosks. Repair and maintenance is also handled by WEPA.

**What Have You Heard?**

**Update on the Web upgrade to Adobe Experience Manager – Jon Adams**

Jon mentioned that the Adobe Experience Manager software upgrade will take place this coming Friday evening, 12/16/16. In order to make the upgrade. Authoring capability will need to be turned-off at 10 pm during the period of the upgrade. On Saturday, there will be content validity testing and checks

to see that the pages are working properly. If all goes well the authoring capability will be available on Monday 12/19/16. Notification of this downtime has been sent to the authors and there will be an announcement made on Wednesday 12/14/16 and a reminder sent on Friday 12/16/16.

### **Update on the Travel and Expense Project – Terry Kunky**

User testing of the travel and expense system will be completed this week. The production system will be rolled out in January. Individual departments will be permitted to use the system starting with Athletics, Provost, and parts of A & S starting February 7<sup>th</sup>. The full campus use of the system will begin on April 27<sup>th</sup>. There will be training through classroom type sessions for heavy users as well as on demand training for those who need to use the systems prior to leaving on a trip.

If there are questions regarding the system the vendor, Concur is available to provide assistance. This system will be used for P-card purchases as well as for travel. For more information you may contact Terry at [terry.kunky@uc.edu](mailto:terry.kunky@uc.edu)

### **Enhancements to Box – Don Rainwater**

Don announced that there is a new web user interface for Box. At the present time it is an opt-in option, however, it will soon become the only portal for Box. The new version has some neat features such as being able to handle 3-D graphic files. If you are interested in test-driving the new user interface, log in to your Box account. After logging in to your Box@UC account in your browser, go to <https://uc.app.box.com/on/allnewbox> to enable the new UI for your account. An introductory slide show describes some of the new features, and also tells you how to revert to the old UI if desired

The meeting was adjourned at 11:05am.

**Attendees:** Birsen Kaya, Andrew Becker, Don Hodges, Clarence Brown, John Kreimer, John Lawson, Dale Hofstetter, Chris Diersing, Don Rainwater, Yu-Chin Fu, Jamie Byrne, Tom Cruse, Erma Fritsche, Brian Verkamp, Nathaniel O’Der, Megan Pfalzgraff, Matt Williams, Katrina Biscay, Eric Tribbe, Bill Frigge, Chris Edwards, Dom Ferreri