IT Managers
Meeting Minutes

Date: January 9, 2018
Time: 9:30-11:00AM
Location: University Hall, Room 450

Current Membership Roster

1. Welcome and Meeting Objectives – Dom Ferreri/Brian Verkamp
2. Review and Approve Meeting Minutes
   a. The December meeting minutes were approved with no changes.
3. Trickbot Malware – Nelson Vincent
   a. Email communication regarding the worm was sent to IT Managers, Council of Deans and other key leadership groups at UC, as well as UCIT.
   b. Regarding the question of whether or not to advise the entire campus, the better thought may be to notify students that they should update their equipment, and to provide them with information on how to do so.
   c. Tyler Hopperton summarized the incident. It was noticed right before Winter Season Days, and after investigation, it was determined to be the self-replicating worm, Trickbot, which is used for stealing banking information as well as utilizing infected computer resources to mine cryptocurrency. It impacts hardware and PC’s. Up to 2600 issues have been reported.
   d. The InfoSec team is working with McAfee to determine how much of the worm is still alive in the system. The Command and Control IP addresses the worm has been communicating with have been blocked to stop a lot of the activity, and most has been eradicated.
   e. Student machines are not covered by McAfee ePO, these need to be manually updated, thus the team is drafting a generic communication to students to update their equipment, and how to do so. The question was asked on how hundreds of
student machine update requests will be handled. There is no current plan for this.
f. Campus network segmentation will be considered for the future.

4. UCIT Capital Plan Update – Bruce Burton
   a. The Capital Plan team is drafting a university-wide announcement of the upgrade project.
   b. 4:00 a.m. – 8:00 a.m. will be the timeframe for the closet upgrades. Please let the team know if this timeframe does not work for your area, and other arrangements will be made. A meeting invite will be sent to IT Managers to discuss the closet upgrades. The team will start in the CCM node on February 12.

5. Update on Collaboration Tool Strategy – Dom Ferreri/Brian Verkamp
   a. Brian stated that a kick off meeting will be held the week of 1/15. A schedule will be published for the meetings with IT Managers and faculty members from their areas. Still contacting faculty to participate, some have already signed up.
   b. The team is looking at starting the meetings in February.

6. Update on Data Center Outage – Don Rainwater
   a. The 12/28/17 Data Center Outage exercise was a success. Most systems were back online earlier than expected. Systems included: Authentication, AEM, Catalyst, and email.
   b. The question was asked as to how often these outages would take place. Every 3 or 4 years for a total outage such as the one in December. However, smaller failovers will be scheduled.

7. IT@UC Governance Committees: Updates, Strategies
   a. Information Security & Compliance – Bo Vykhovanyuk, Matt Williams
      i. Matt informed the group that DUO will be rolled out to the business users this week. 15,000 people will be receiving the communication.
      ii. RSA key fobs will be phased out due to DUO by the end of the calendar year.
   b. eLearning – Paul Foster
      i. Blackboard was successfully upgraded on 12/15/18, as scheduled. A few minor style sheet issues were discovered, and are being worked with Blackboard. The known issues are listed on the Blackboard webpage.
      ii. Blackboard Ally is being piloted this semester. Pilot participants (faculty and Instructional Designers) were trained last week at Open Consultation Days. If anyone hears of any issues, please let Paul know.
   c. Research & Development – Jane Combs
      i. The R&D team received the Provost’s Universal Providers Award for Faculty Development.
      ii. The team is working with the Institute of Innovators to propose that UC be
an analytics service provider for the state of Ohio.

iii. Regarding the Ohio Super Computer Center - the operating cost may no longer be paid by the state. They may start charging, but not to researchers.

8. **IT Service Management** – Erma Fritsche
   a. James Saunders provided the group with a presentation on the IT KnowledgeBase.
   b. UCIT will be migrating the KB submission process to Team Dynamix, however, at this time the date is TBD. There will be a style guide for submitters to follow.

9. **What One Thing? – Erma Fritsche**

10. **What Have You Heard?**

11. **Action Items**

12. **Adjourn @ 11:00AM**

**Attendees:** Brian Verkamp, Megan Pfaltzgraff, Seth Thompson, Greg Crase, Erma Fritsche, Dianne Brueggemann, Clarence Brown, Yu-Chin Fu, John Lawson, Dale Hofstetter, Nathaniel O’Der, John Kreimer, Kent Norton, Vernon Jackson, Dom Ferreri, Eric Tribbe, Birsen Kaya, Rick Grant, William Frigge, Don Rainwater, Bruce Burton, Jon Adams, Paul Foster, Kevin Staton, Lisa Padgett, Andrew Becker, Jane Combs, Jon Adams, Terry Kunky, Tony Iacobelli, Matt Williams, Steve Morales, Don Rainwater, Annette Ready, Nelson Vincent

**Apologies:** Christina Amann, Jamie Byrne, Taylor Gary, Gary Grafe, Jason Green, Don Hodges, Daniel Kuhlmann, Ketaki Mhaisekar, Aaron Rucker, Jason Shoemake, Benjamin Stockwell, Christine Street, Michael Tadele, Bo Vykhovanyuk

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