

## Information Technology Advisory Committee

June 21st, 2018 (12p-1:30p, Library 435)

Attendance:	Present:	Absent:	Attendance:	Present:	Absent:
Buckles, Jennifer	x		Loveless, Daniel		x
Carver, Ethan		x	Matthews, Matt	x	
Denniston, Terry		x	Pou, Laure	x	
Forrest, Tyler	x		Rogers, Brian	x	
Freeman, Yancy		x	Rumbaugh, Stephen		x
Gendron, Dennis	x		Stephanos, Joanna		x
Gao, Lani		x	Wilferth, Joe		x
Jain, Hemant		x	Wood, Caesar		x
Liedtka, Theresa	x				

### Agenda:

- Schedule IT Governance Meeting for June and July
  - Please know that we recognize folks are away and that summer is a challenging time to meet, so please do your best, but no worries either way.
  - Physical or online attendance is okay.
  - There will be agendas and minutes for all meetings, for folks who can't attend, but want to weigh in.
  - I am happy to set-up a call with folks who can't attend, but want to weigh in.
- Establish a draft charge and clear processes for IT Governance, to include:
  - Structure
  - Scope of responsibility
  - Review of membership
  - Processes for decision-making
  - Processes for communication (inputs and outputs)
  - General operational guidelines for IT Governance (stuff like all meetings open, minutes always published, etc.).
    - I think we all need to recognize that IT Governance is a work in progress, and will what we decide today, we may iterate tomorrow as our IT operations matures and evolves.
    - Our goal will be to document all of the above and put into a package for review and approval by the Executive Leadership Team.

- Prior to the meeting I will be sending out a “menu” of options for Governance that will, hopefully, structure this conversation.
- Work with IT Business Office to establish a IT Governance Web Site
- Once draft governance in place, consider Hyper Sign a test case; walk it through draft ITG processes
- Update on the IT draft Strategic Plan (please know I haven’t seen it yet).

## Notes:

- Theresa - welcome & intro, look through charter documents, give it to executive team, website
- Dennis - Security standards
  - System requires audit compliance
  - Every system has to post its standards
  - Template standards were provided
  - Updated the language on our end
  - These are related to Institutional Compliance committee
    - We may need a detailed review of these (previously Hoover/Baker previously reviewed)
  - All but 3 apply to CISO & CIO
    - 13X - media protection and destruction w/PII on
      - Must be responsible for procuring & destruction
      - For example - need to have certificates of destruction
      - Canon saw PII paper all over the place on copiers, stacked next to printer
    - 110 - acceptable use policy
      - Also applies to everybody
    - 130 - provisioning & deprovisioning
      - Responsible for background checks
      - Retrieving university resources
      - Taking people out of the system
      - Have been previously audited
      - Responsible for third party software security & access
      - IT should review applications to make sure they apply to our security standards
    - 135 - patching & encryption & protection against malware
      - Middle of July = completion of endpoint patching & structure/process set-up
      - Previous administration had not patched a lot of critical units
  - Which security standards go through governance & how do these get communicated to campus?
    - Governance can help w/distribution, awareness & enforcement
    - Develop common practice around these external policies we need to adhere to
    - IT will be putting together an acceptable use pre-screen
    - HR can help manage w/new hires (similar to Code of Conduct, Sexual Harassment)
    - Can Will bring additional ideas to table to help bring campus-wide awareness
      - Security notes added to newsletters
  - General recommendation from Dennis that Governance help wrangle the plethora of daily emails that dilute important messages
- Dennis - strategic plan
  - Met, talked, report given, distributed
  - IT made some revisions to report, sent out to Theresa to review
  - Theresa asked to have data governance added to report

- IT Business Office will make a draft of this, completed before end of August
- Will be submitted to Governance & the workshop group, open for revisions
- Looked at other plans (some have gone up to 120 pages long)
- Also reviewing the old Berry Dunn plans to see what's done, what's left, what's mid-range
- Referenced IT Operational meetings going well, new communication, working w/SimCenter
- Referenced IT working w/Academic Affairs & new partnerships
- Theresa - Governance website
  - Business Office will be the people who push this out to website
  - Dennis referenced communications plan that is being pushed out via this same group
  - What needs to be there?
    - Will it be under current IT website? Yes. Link under ELT pages as well.
    - Charter documents
    - Membership
    - Meeting Minutes
    - What about services? Policies? Service Catalog? Etc?
    - Dennis - in Seattle, that was responsibility of university, who didn't want governance
    - Jennifer - links to related departments? Cross-reference rather than rebuild from scratch
    - We don't currently have IT policies on the website?
    - Linking to UT Policies - Tech (you can select UT system, IT is its own subset)
      - 18 specific IT policies
    - We have an Academic Affairs policies site in OU Campus that includes IT
    - Who is heading the policy committee & what is the process for getting them confirmed?
    - Could we file our own policies on UTK's site? Les Matthews as possible point-of-contact?
    - We don't create policies at UTC? We create standards that follow UTK's policies.  
Otherwise known as "procedures statement"
      - State law trumps UTK policy trumps UTC policy
    - Bill Moles - system compliance... they have a staff member who reviewed a process of campus establishing their own procedure, to crosscheck against what we do/don't have contrasted w/UTK
    - Link to UTC policies on UTK's site once it goes live
- Theresa - Charter governance documents
  - Look at purpose statement, guiding principles, scope of responsibility, level of authority
  - Questions/Suggestions:
    - Matt: Council vs. Committee?
    - Theresa: is "unified" necessary
    - Dennis: linguistic POV, all adjectives or nouns, w/principles
    - Laure: are these principles or values?
    - Matt: does this need to have a set of things that specifically relate to IT or is generic ok?
    - Theresa: less principle, more value, more tendencies, fine with generic
      - Used example of another university using "mobile-first"
    - Dennis: like to see something speaking to managing IT environment
    - Theresa: do we prioritize vs. do we simply make recommendations?
    - Theresa: do we set directions vs. do we simply make recommendations?
    - Matt: what has to come through Governance that would make its way to ELT?
    - Matt: what's the process that's going to best serve us?
    - Laure: cross-representation, consensus building, collaboration

- Dennis: risk vs. budget balance in IT
- Dennis: CIO needs to be at cabinet level here, eventually
- Tyler: procurement process that goes along, is this committee a reviewer
- Tyler: hot button issues vs. procurement
- Theresa: heavy IT focus, committee becomes aware, info gathering, simplify for campus
- Matt: how do we handle other constituents across campus bringing issues to governance
- Theresa: add athletics, development & alumnis, CADS, SCC, ESC add different representational units (membership of about 20 total if we do)
- Theresa: we could do divisional vs. status (16-17 vs. 20)
- Set up governance documents in Google doc or OneDrive, share link, people provide consensus around general thrust of content

## Meeting action items:

### ITAC July Meeting

- Theresa to schedule next ITAC meeting.

### Security Standards:

- Ask Will to review Security Standards and bring additional ideas to table to help bring campus-wide awareness
- General recommendation from Dennis that Governance help wrangle the plethora of daily emails that dilute important messages

### IT Strategic Plan

- IT, in the form of Dennis, Cherie, Jeffrey, and Susan, will continue to update plan by July to provide draft for Information Technology Advisory Council to review (ITAC)
- ITAC members to review plan and send any suggested goals to Theresa and Dennis by July 15th.
  - Please note ITAC members will have another opportunity to review.

### ITAC Web Site

- Theresa and Dennis to work with IT Business Office personnel on establishment of ITAC web site, pending completion of governance documents.

### ITAC Governance Documents

- Theresa to convert IT governance related documents to Google document and distribute to ITAC members.
- ITAC members to review and comment on documents prior to the next meeting.