

Information Technology Advisory Council

April 5th, 2019 (11a-12:30p, Library 209)

Attendance:	Present:	Absent:		Attendance:	Present:	Absent:
Behneman, Donny		X		Jain, Hemant	X	
Buckles, Jennifer		X		Liedtka, Theresa	X	
Carver, Ethan	X			Loveless, Daniel	X	
Chambers, Harriet		X		Luehrs, Beth	X	
Denniston, Terry	X			Matthews, Matt	X	
Forrest, Tyler (Chris S)	X			Pou, Laure	X	
Freeman, Yancy		X		Rogers, Brian	X	
Gendron, Dennis	X			Rumbaugh, Stephen		X
Gao, Lani		X		Wilferth, Joe	X	
Guests: Greg Jackson, Will Laney, Susan Lazenby, Tony Parsley, Jeffrey Wetherill				Wood, Caesar		X

Agenda/Notes for Meeting:

- Announcements and updates
 - Welcome Beth!
 - Minutes approved and posted
- Summer meeting schedule - Theresa
- Phone Directory – Greg
- P – Drive - Greg
- Security (several) – Will
- Adobe software - Tony
- Computer Refresh Task Force – Tony
- Learning Environment Committee – Brian
- Training Task Force - Theresa
- Review of action items from previous meeting
- Next Meeting: TBD - Summer or Fall

Meeting Summary:

- Introductions:
 - Welcomed Beth from Athletics

- Minutes
 - Meeting minutes approved, all posted to the website (ITAC and sub-group meetings).
- Directory (people.utc.edu & OU Campus search) – Greg Jackson
 - Last presentation:
 - eGuide - for people.utc.edu (no longer supported)
 - Data Source - eDirectory (LDAP)
 - Updated by events & users
 - Now:
 - Students removed from web search
 - People.utc.edu - only shows active students, faculty, staff & friends
 - Mobile app - same as web search
 - Q&A around affiliates & friends, long-term use & display in search results
 - Revisit definitions
 - People with longterm relationships
 - Whether people get paid or not (visiting scholars)
 - Do we remove “friends” from directory searches? Yes
 - Then investigate definitional relationships with HR
 - Q: why differentiate between faculty and staff at all?
 - Discussion around use of analytics to determine need/necessity of directory results in OU Campus - who is looking us up? One another? Vendors? The community?
 - Action Items:
 - Call-to-action for folks to still test and look for false data
 - Investigate & determine logic of listing current folks
 - Target a few departments for testing
- P Drive – Greg Jackson
 - Current:
 - Not provisioned for new user for several years
 - Old hardware, old domain (utc.tennessee.edu)
 - Old technology, new active users
 - OneDrive is the replacement for P Drive (migration project was never complete)
 - Advantages of OneDrive:
 - More space for files (1TB of space)
 - Access files at any time, anywhere
 - Ability to share files & folders
 - Easy co-authoring
 - Integration w/Office Apps
 - Trusted security features (certified for HIPAA/PHI/FERPA/PII data)
 - P Drive Usage:
 - 532 total users
 - 31 have used within last month
 - 30 have used within last 31-90 days
 - 54 have used within 91-365 days
 - 417 have not made any changes in over a year
 - Proposal:

- April 9th 2019 - send out initial communication; identify users and concerns and remediate issues
- May 7th 2019 - convert p drive to read only - begin migration - all files copied to onedrive - files copied to folder labeled "Migrated from P: Drive May 2019" - existing folder structure will be replicated - process should take 2 days
- June 30th 2019 - disable access and archive P Drive - archives will be available for a minimum of one year
- Concerns:
 - Pushing data down to cloud service - PII might be okay, but might violate if data gets pushed to cloud (we might be in violation - government contract). Might be secure for certain types of data, but might not be in compliant.
 - Suggestions of moving from the 7th to the 13th.
- General:
 - The only thing the MS contract does not account for is an Exchange email.
- Questions:
 - Do students have OneDrive accounts?
 - What's current usage of OneDrive? Are people using that now?
 - Will there be training in OneDrive?
 - Longterm question of moving us all into OneDrive vs. Google Drive.
 - How long do students have Google access?
- Action Items:
 - See above proposal
- Security Update – Will Laney
 - Malwarebytes:
 - Install Malwarebytes on machines (hopefully within next 3 months)
 - UT system bought a 3 year contract
 - Automatically quarantine a virus & help block from websites
 - Management consoles
 - MS Defender will be there one way or another
 - Laptop Encryption:
 - Most common thing stolen
 - Concerned about data
 - 4-6 months
 - Encrypting laptop hard drives (start there)
 - Gentle encryption - bitlocker (build into OS)
 - No entire pin or password (will decrypt for you - no change in user experience)
 - Using SCCM or AD w/GPOs for Windows
 - Jamf for Macs probably
 - Q: can we enable remote wipe? Probably not here. Intune & SCCM probably.
 - Unrelated question - data security, university-wide email encryption?
 - In theory, we could.
 - Costs & overhead w/MS contract
 - Suggestion of Vault
 - 2FA Duo
 - Have to upgrade CAS first before we can use Duo

- Come together collectively to discuss this
- What systems do we want 2FA for?
- External Email Banner
 - Feature in Exchange, email from outside organization
 - [EXT]
 - Will help with phishing kinds of stuff
 - Have ability whitelist of other domains (ex. Hobson's Rating?)
 - Whitelist @mocs.utc.edu
- Security Audit
 - 15 security IT policies
 - 1 finding - the least of any university in the system
 - System maintenance - baseline systems, codified, controls, system images
 - Hadn't documented
 - Implement change control for upgrading systems
 - We stopped using it, those people aren't here anymore
- Action Items:
 - Will move ahead with Malwarebytes, laptop encryption, Duo, external email tag, and audit fixes.
- Adobe: - Tony Parsley
 - Met w/Knoxville, what's necessary for managing.
 - June 30th is new contract, same as UTK's.
 - Requiring to download & install newer version of CC, Adobe Acrobat Pro
 - No chargebacks to departments, control license costs (1400 licenses for campus)
 - UTK will cover overages for this year
 - Build a workflow to track request
 - Supervisor approval, deploy license to individual
 - Allow user to do everything through Adobe.com (install any pieces of software you want)
 - Uninstalling older versions of Adobe
 - Questions:
 - @tennessee.edu for log-in - leverage CAS upfront now (ID) - documentation
 - How many machines per license per user?
 - Students?
 - Lab licenses vs. user licenses?
 - New version of Adobe & labs/assignments?
 - Updates throughout the semester?
 - Communications plan:
 - Using products today
 - License for DC & Professional
 - Two types of licenses:
 - Individual - 2 concurrent machines
 - Employees student worker - separate license
 - Computer lab/license - each machine gets licensed individually
 - Each machine represents a different license
 - We can start licensing this way now - email HelpDesk for license
 - Action Items:

- Move ahead with implementation of new contract and testing
- Computer Refresh – Tony Parsley:
 - Third year of a four year cycle
 - Number of potential qualified employees: 1275 (FTE)
 - Approx. # of employees with computers: 1166
 - Proposing after the first four year cycle to go to a five year year model
 - To complete the program for the first year cycle, we need \$300k+ above & beyond the first budgeted cycle.
 - A five year cycle would still need an additional \$30k per year above & beyond the additional original budget. Essentially need \$1.4 million.
 - Question about warranties for machines - first year, they bought a 4 year cycle
 - Question about how new hires handles - department money
 - Explore new hires & new faculty
 - Action Items:
 - Move ahead with new five year model

Previous Action Items:

- Directory – Greg to provide next steps, if any
- Strategic Plan - Theresa / Dennis – follow-up on Strategic Plan issues (currently under revision)
- Policies, drafts
 - A small group met to discuss room inventories, current policies and practices, and classroom use. Minutes available on the web site: <https://www.utc.edu/information-technology-advisory-council/index.php>. Academic Affairs (Donny B) is working w/ Facilities (Kelli F.) on an up-to-date inventory of rooms. When that is complete the conversation will start again (4/3/2019) about classrooms, scheduling, and refresh requests.
- Off-boarding - Laure/Dennis move ahead with pilot new off-boarding paradigm, call upon ITAC, if needed
- Guiding ITAC Documents - TL post ITAC Guiding Documents on the web site.