SUMMARY FOR INFRASTRUCTURE PORTFOLIO MEETING

DATE: April 9, 2014
TIME: 2-3:30 p.m.
LOCATION: Eccles Executive Boardroom, Marriott Library

IN ATTENDANCE:
Rick Anderson        David Blackburn        Dan Bowden        Steven Dean
Mike Ekstrom         Dan Hutten            Jim Livingston

COMMITTEE SUPPORT: Anita Sjoblom

UNABLE TO ATTEND:
Mark Beekhuizen      Steven Corbató         Eric Denna        Cynthia Furse
Sylvia Torti         Nelson Beebe

ALSO IN ATTENDANCE:
Jasmin Davis, Strategic Vendor Partnerships, UIT

AGENDA ITEMS DISCUSSED:
• Approval of prior meeting minutes
• Welcome Rick Anderson
• Strategic vendor management
• Box
• Network status and backbone upgrade
• One Network subcommittee members
• HIPAA mock audit
• PCI update

Approval of prior meeting minutes
The minutes were approved without changes.

Welcome Rick Anderson
Rick Anderson, the Associate Dean for Scholarly Resources and Collections at the Marriott Library, officially joined the portfolio.

Strategic vendor management
Jasmin Davis, Associate Director of Strategic Vendor Management in University Information Technology, gave the portfolio an overview of her extensive vendor-management background and how her office could be an asset to campus. Davis will work with vendors to negotiate enterprise-level agreements and pricing on things such as software licenses, bulk hardware purchases, SaaS solutions,
identity card services, etc. She also can work with the Utah System of Higher Education to negotiate even larger discounts for higher education across the state. Davis’ office is working to integrate itself within UIT more, including offering basic services from the Office of Software Licensing (OSL) into the ServiceNow service management platform and utilizing the campus help desk for tier 1 and tier 2 support. Tier 3 assistance will still be handled by OSL’s Margaret Witbeck. This will allow users and administrators to contact the help desk for things like basic inquiries about license numbers or keys.

Davis is looking into a strategic solution for DAS (distributed antenna systems) to provide cellular phone coverage across campus. She is hoping to coordinate the needs of many facilities into one request in order to leverage the scale of the University of Utah.

Box

Ekstrom asked Davis to outline the details of the enterprise agreement with Box for University-wide cloud storage. Davis said the deal locks in pricing for three years, with the understanding rates will increase after that. Because Box has signed a business associate agreement, sensitive data covered under HIPAA and FERPA can be stored through it. Negotiations are ongoing regarding Box developer terms.

Network status and backbone upgrade

Ekstrom said many people have expressed concerns that more redundancy be added to the network. He agrees, but said there needs to be specificity about what that means. For instance, is it redundant to have multiple fibers into the same building if they are running through the same duct when that duct is hit by a backhoe? Or does that mean multiple paths into the building, or redundancy within the building? He suggested IT staff should surface these concerns, but it is up to the University as a whole to determine where to invest in redundancy.

UIT is in the process of documenting where redundancies exist and where points of failure lie in order to provide that information to IT professionals and University entities. That would allow those who make budget decisions to make informed choices about infrastructure investment.

Ekstrom also updated the portfolio on what work has been done upgrading the campus backbone. He said decisions need to be made regarding when to move each campus building to the new network and what connections they need. Common Infrastructure Services is working with building IT staff to identify areas that require new equipment or a larger pipeline first.
One Network subcommittee members

A list of nominated subcommittee members was presented. There were 31 people from across the institution. Jim Livingston asked to nominate an additional hospital representative. The group agreed. They discussed how big the group should be, considering it is a committee that needs to make important decisions in a timely manner. Anderson said it’s less a question of the right size as the right people. David Blackburn asked whether there was a good mix of users vs. owners. He noted most of the group is technical staff, and whether there was enough representation for people who would be running the operations side of the network.

Dan Hutten suggested the makeup of the group was skewed toward managers and directors and that it might benefit from having more input from people who would run the network. Ekstrom said some of the members were nominated to represent that side of things, but he could see concern. The group opted to move ahead with the membership list as it was discussed.

HIPAA mock audit

Dan Bowden said the HIPAA mock audit is going well. He expects some areas to perform quite well, while others will show gaps that need to be addressed. Overall, the exercise will help address deficiencies in a positive manner, he said.

PCI update

Bowden gave an update on the Payment Card Industry report on compliance, which is scheduled to end April 25. He said there are many issues left to address, largely because the auditors are discovering that many technology solutions purchased over the years do not live up to the promises made by vendors regarding PCI compliance. That has put much more of the University’s infrastructure “in scope” for the audit than what was initially anticipated. Bowden said a few themes have emerged that led to the current state:

• The University has highly decentralized management of network and infrastructure resources.
• Lack of complete understanding of PCI standards.
• Many areas have not been audited previously in a way that forced them to correct deficiencies.
• Years of work is being done in months to catch up.

Blackburn noted that turnover leads to loss of knowledge about what suggestions were made for improvements, and new staff come in not realizing they have inherited a deficiency. Ekstrom said better change management documentation could help alleviate that problem, as well as ensure better network stability. Bowden said he expects the University will continue to improve because of this audit.
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