

SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE

DATE: May 16, 2017

TIME: 2-4 p.m.

LOCATION: Dumke Room, Eccles Broadcast Center

IN ATTENDANCE:

Cathy Anderson	Kirsten Butcher	Holly Christmas	Demian Hanks
Steve Hess	John Horel	Nancy Lombardo	Harish Maringanti
Ken Nye	Mike Strong	Jim Turnbull	Rob White
Amy Wildermuth			

COMMITTEE SUPPORT: Emily Rushton, Scott Sherman

UNABLE TO ATTEND:

Melissa Bernstein	James Elder	Aaron Fogelson	Bo Foreman
James Herron	Jakob Jensen	Mike Kirby	Andrew Olson
Mary Parker	Kevin Runolfson	Ryan Smith	Rick Smith
Jess Taverna	Jeff West	Joanne Yaffe	

AGENDA ITEMS:

- Introduce new CISO Randy Arvay
- Network vision and private IP space
- Unified Communications roadmap
- Campus wireless strategy
- Identity and Access Management update
- Adobe enterprise license utilization and contract renewal
- Third-party desktop support
- Web strategy update (not discussed due to time)
- Office365 email migration update (not discussed due to time)

Introduce new CISO Randy Arvay

CIO Steve Hess introduced Dr. Randall (Randy) J. Arvay, who is the University of Utah’s new chief information security officer (CISO). Hess spoke briefly about Arvay’s background and qualifications, which readers can learn more about in the [official press release](#), before turning the time over for the next agenda item.

Network vision and private IP space

Clayton Barlow, associate director for Enterprise Architecture, briefly reviewed the network vision statement written by the Network Architecture Community of Practice (CoP), which he reminded the portfolio is a group made up of IT professionals and representatives from around campus. Barlow said that ANTC has already approved the vision statement and IP space strategy. In short, the network vision states: “The University of Utah Campus network is an evolving global platform that physically

and virtually connects a variety of endpoints to related services at a local campus level, a regional level, a national level, and a developing global level. This platform aims to facilitate insight, data accessibility and a consistent overall security posture regardless of physical, geographical, or virtual locations while delivering a consistent user experience.”

Barlow covered some of the challenges the CoP has identified thus far, and how it plans to address those challenges by developing standards that reduce network communication protocols, creating a similar vocabulary set, defining a process for dealing with exceptions, and so on.

Barlow then reviewed the private IP space strategy and the three categories of allocation: 1) University-wide services; 2) space requested by U entities; and 3) non-allocated space for use by any U entity. One member asked if colleges that have already been allocated existing IP space would need to be reallocated, and Barlow said if it’s already been allocated and registered, it shouldn’t have to move. But, he said, there are groups that have not requested an allocation and have just started using space, and that’s where there could be some potential conflicts as the CoP moves forward with the strategy.

Finally, Barlow reviewed the IPv4 private standards, which breaks up IP addresses into specific groups/uses.

The SITC was asked to adopt and ratify the 2017 network vision, the private IP space strategy, and the IPv4 private space standards. The motion was seconded with no opposition, and all three were approved.

Unified Communications roadmap

Mike Ekstrom, Network & Communications Infrastructure director, gave an information-only update on the overarching strategy for unified communications (UC) at the U. He showed what is currently being provided, including traditional voice services, email, voicemail, Skype for Business, secure IM, Box, OneDrive, and Office365. Ekstrom then went over the UC vision, which is, “Delighting and empowering users with easy-to-use communication and collaboration solutions.” He talked about the current strengths, as well as gaps to address (including distributing more educational materials regarding UC tools/solutions).

Ekstrom then talked about current projects taking place between FY18 and FY19. There is at least 1 million square feet of new building being added at the U over this timeframe, and Ekstrom’s group is responsible for deploying the phones to these new spaces. He then showed the UC strategy map, which he said is driven directly from the University’s strategic goals, and talked briefly about the initiatives they’re currently working on (e.g. student email account migration to O365, service catalog automation, etc.).

Campus wireless strategy

Trevor Long, associate director for UIT Network & Core, presented on the newly-created campus wireless strategy, which has already been approved by ANTC. Objectives of the strategy include providing a consistent wireless experience, improving coverage, adopting advancements, and addressing the funding model. Long reviewed the results from the indoor wireless survey conducted in 2016 and noted the locations that need improvement. He clarified that the survey measured signal strength, not congestion, and only covered indoor spaces. There was some brief discussion from the committee on the nuance of knowing which areas need to have strong signal and which can get by with weaker signal (such as a basement that isn't accessed by students, staff, or facilities).

Since the survey, Long and his group have been meeting with campus stakeholders to discuss what needs currently exist and what groups are currently doing. Everyone interviewed stated they would like to have outdoor Wi-Fi for common areas, as well as support for the growing demand in number of devices and users on campus.

SITC Chair Amy Wildermuth asked how many stakeholders have been interviewed, and Long answered at least 11. At this point, there was some discussion regarding concerns that the group interviewed should have been larger. The networking team was urged to conduct a broader, more in-depth survey at a future date to ensure the wireless strategy is informed by a more representative sampling of campus constituents.

Long also covered what's been done thus far to improve Wi-Fi on campus, including: increased secured with EAP-TLS; clinical UConnect being moved to private IP space; redesigning UGuest; refreshing 1,800 access points on campus, and so on. Future goals include improving service and coverage, preparing for new technologies, providing Internet of Things onboarding, updating the architecture and standards, and having sustainable funding. Hess added that UIT has requested additional funding for wireless. Long also reminded the committee about Eduroam and the benefits of that network, which allows anyone to use their university login credentials and be authenticated to other partner organizations' wireless networks (e.g. other higher ed institutions). There was no further discussion.

Identity and Access Management update

Subhasish Mitra, associate director for Identity & Access Management (IAM) in the Information Security Office, provided an update on the IAM program. He first reviewed the two-factor authentication (2FA) rollout, which began Dec. 28. Currently, 91% of employees are enrolled, and Mitra said this is likely where enrollment will stay, considering unique use cases in place for certain departments. The other 9 percent are people who have not yet logged into a 2FA-enabled system.

He then covered telephony credit usage (e.g. getting a phone call or SMS text instead of using the smartphone app option or hardware token). This method costs additional money for the university and was intended to be a rarely used backup, but usage has been higher than expected. Mitra's group has been working on outreach campaigns to the heaviest telephony credit users on campus, urging them to begin using the smartphone app as their default 2FA method. Mitra said that this is an ongoing problem with any organization using 2FA, and some universities have chosen to bear the cost, some handle it as a chargeback, and some have completely omitted the option. For now, the U is keeping the option available but urging users to use the free smartphone app instead. The committee briefly discussed the use cases for using the phone call/SMS option.

Mitra then covered the new identity-management software platform SailPoint IdentityIQ (IIQ), which will ultimately be fed data from PeopleSoft and help manage "who has access to what." This will be a semi-annual process requiring managers of employees with elevated access to certain applications to review those employees' access and determine if it should be maintained or revoked. The IAM group is beginning with a pilot implementation for UIT, Information Technology Services (ITS), and Campus Human Resources.

Wildermuth asked if faculty who submit grades would need to be reviewed, and Mitra said no. Wildermuth then asked for clarification on who is "chosen" to be reviewed, and Mitra explained that they are using the "elevated role" classifications that are already defined in PeopleSoft, which comes out to about 5,400 people. There was further discussion from the committee on how the process will work, and whether a college could be pulled in to join the pilot program. Wildermuth suggested that, in addition to gathering more information about who would be reviewed for what and figuring out a plan to make the task manageable, it would be helpful to consider training the administrative assistants (vs. the department chairs or deans) for greater success.

Adobe enterprise license utilization and contract renewal

Hess and UIT Chief Financial Officer Lisa Kuhn displayed a spreadsheet showing the staff/student usage of the Adobe enterprise license agreement over the past year, and compared it with the first four months of 2017 to show a 20% increase in usage. The Adobe agreement has been renegotiated for another three years, and both Hess and Kuhn said they expect the usage statistics to continue to grow. There was a brief discussion on how software agreements like Adobe and Microsoft are funded. Wildermuth suggested that UIT ensure that its accounting of items like the Adobe and Microsoft costs be tracked back to users so that there was not a misunderstanding that, for example, student fees had been used to pay for staff/faculty costs. This was an information-only item.

Third-party desktop support

Hess explained that a department had approached UIT with a request to hire an off-campus third-party group for desktop support. The department moved ahead with an RFP, but Risk Management advised them that it would not be prudent to move forward, due to the fact that there is no stipulation as to whether third parties need to abide by all campus security and data management policies. The department in question deals with sensitive data, which means the third party would have access to that data.

Because of this, Hess said it might be wise to write a policy that states hiring third-party desktop support is not something that is entertained on campus. CISO Randy Arvay agreed, saying departments may not get the same level of protection as with campus resources. One member clarified that the policy would be separate from hosting services, and Hess agreed.

The final two agenda items were not covered due to time constraints.

Action summary			
Action	Topic	Person/Group	Next step
Approved	Network vision and private IP space strategy	Portfolio	The CoP will move forward with implementing the vision and private IP space strategy.