THE UNIVERSITY OF UTAH®

SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE
DATE: September 19, 2017
TIME: 2-4 p.m.
LOCATION: Winder Boardroom, Park Building

IN ATTENDANCE:

Cathy Anderson	Mary Burbank	Holly Christmas	Aaron Fogelson
Bo Foreman	Steve Hess	Nancy Lombardo	Harish Maringanti
Ken Nye	Kevin Runolfson	Mike Strong	Jess Taverna
Jim Turnbull	Jeff West	Rob White	Joanne Yaffe

COMMITTEE SUPPORT: Emily Rushton, Scott Sherman

UNABLE TO ATTEND:

Melissa Bernstein	James Elder	Demian Hanks	James Herron
John Horel	Jakob Jensen	Mike Kirby	Andrew Olson
Mary Parker	Ryan Smith	Rick Smith	

AGENDA ITEMS:
- IT governance voting structure
- Duo telephone login usage and cost
- CIS portal redesign update
- Identity and Access Management program update
- Strategic planning
- Open floor

IT governance voting structure

SITC chair Amy Wildermuth facilitated a discussion about the current IT governance voting structure and how to improve overall participation. The point was made that some non-voting members of the committee have requested the ability to come to the meetings and vote (vs. going through their representative). The group discussed the pros and cons of this. Wildermuth commented that more participation is generally a good thing, and proposed eliminating the voting blocs for the next six months, which would allow all SITC and ANTC governance representatives present at their particular meeting to vote. The group discussed this, and agreed there must be a quorum present for a vote to be held (15 members in SITC, and 14 members in ANTC). Votes will be tracked over this time to gauge whether this is accurate representation from across the University. After six months, SITC will evaluate the results. This motion was seconded and approved, with no opposition or abstentions.

IAM program update; Duo telephone login usage and cost

Chief Information Security Officer Randy Arvay presented on these two agenda items. On the Identity & Access Management (IAM) front, Arvay reviewed the user access review project which is currently in

a pilot phase. Arvay explained that while the University as a whole assigns access very well, it isn't efficient at removing access when an employee leaves a certain area or organization. This was also pointed out in a recent audit. The user access review project aims to address this issue. The first phase of the project will include PeopleSoft, Epic, Cactus, and Lawson, and will recur every four months. As time goes on, that list will expand to include more applications. Arvay clarified that the access to review will only be *elevated* access (i.e. managers will not have to review every employee with any kind of access to PeopleSoft, only those defined as having elevated access).

The committee discussed the implications of this, and one member asked if there will be situations where a dean or chair has hundreds of reviews to complete. Subhasish Mitra, IAM associate director, explained that there will only be a few individuals who have a significant number (50-100) of employees to review, and IAM will work directly with those individuals to help facilitate their large populations. In general, most managers will have a very small number of employees whose access will need to be reviewed. Phase two of the project will include replacing legacy applications, as well as provisioning and deprovisioning. IAM will put out an RFP to obtain the best solution for this.

Arvay then moved on to the next topic, Duo enrollment and telephony credit usage. 98.65% of University employees are now enrolled in Duo. There are three no-cost methods of using Duo, and two additional forms that cost the University money each time they are utilized. Every time an employee selects the SMS or phone call option, it costs the University at least two cents. Over time, these charges have aggregated to a significant amount of money spent per year. In addition to the cost problem, Arvay explained that these two options (SMS/call) are actually not a secure way to validate your authentication because SIM cards can be spoofed, and phone calls to a desk phone you may or may not physically be near also adds a risk.

One member brought up the fact that currently, the VPN connection screen is confusing, and many people who use VPN on campus are under the assumption that they can only use the "call" option for their 2FA. This is untrue, and members agreed that some education to the community about this would be a good idea.

Arvay then asked SITC if the SMS and call options should be discontinued, and noted that most of the U's peer institutions have these options disabled. IAM initially included the two options with the rollout of 2FA to help users ease into the adoption of 2FA, but has said that eventually it would like to turn off these options. One member then commented that if IAM is going to disable the SMS/call options, they should replace those options with something better. Others said more education should be done to ensure people understand which 2FA methods can be used for VPN. Finally, Wildermuth proposed for the next six months the IAM team work on better educating the U community about the no-cost options, then come back to SITC to present on the progress of this and a strategy to move forward. There was general agreement from the group on this. No official vote was held.

CIS portal redesign update

Deputy CIO Ken Pink began by clarifying that the CIS portal is a module within the PeopleSoft/Oracle tool, and due to the old portal reaching the end of support life, UIT was forced to upgrade.

Marv Hawkins, associate director for University Support Services (USS) Product Management/Finance, then took over to give an update on the portal redesign and feedback received thus far. He and his team have been analyzing the feedback and identifying themes and issues to address. He noted two main issues his team is addressing: timeout notifications and an issue with an old version of Safari on older iPads. His team is also discussing ways to address other common feedback themes, such as tile size, icons, and design choices. One common complaint is the inability to set your customized homepage as your default homepage, and Hawkins said that feature is not something Oracle has enabled thus far. UIT, along with other organizations, has put in a request to Oracle for this usability feature.

Additionally, Hawkins covered all the various communication and marketing efforts done in an effort to prepare the community for the upgrade. The effort began in December 2016 and carried through until September 2017. It included focus groups, an Academic Senate presentations, articles in the UIT newsletter, an article in *This Week @TheU* and *Pulse*, Tweets, and usability studies.

Strategic Planning

Chief Information Officer Steve Hess reviewed what UIT has been doing in regards to IT strategic planning, and showed UIT's strategic plan, including current projects from across campus that require UIT integration. Hess said several web and data policies are being reviewed and will be brought to SITC for consideration when they're ready. He also stressed the importance of verifying integratability of an application before it is purchased at the U.

Hess then walked the group through a SWOT analysis and facilitated a discussion with the committee on current strengths, weaknesses, opportunities, and threats facing the U in terms of IT. Comments from the discussion included, in no particular order:

- The U has many talented IT staff throughout the organization
- There is an overreliance on IT to fix organizational issues
- Bad business processes are sometimes enshrined within IT applications
- The disconnect between department/local IT staff and UIT means talented local IT staff do not always get a global view of IT strategies, strengths or limitations
- Main campus and health sciences areas may have differing IT policies
- Duplication of services happens among IT units
- Security will continue to be among the top threats

- UIT needs to better advertise its customer engagement strategy, which is focused around product managers
- A significant external threat is the changing curriculum delivery models in higher education
- Turnover in IT at the U isn't bad, but it's a challenge to retain excellent talent with IT competition in the state

Open floor

Cory Stokes, UOnline Director and Associate Dean for Undergraduate Studies, quickly mentioned that due to the acquisition of a new appointment management system for advisors and Career Services, those staff will be transitioned to Office365 for email. Stokes is working on this with Mike Ekstrom, Network & Communications Infrastructure director.

Action summary			
Action	**Topic**	**Person/Group**	**Next step**
Approved	Change to IT governance voting structure	Portfolio	Voting blocs will be eliminated for the next six months, allowing all SITC and ANTC governance representatives present at their particular meeting to vote. Votes will be tracked over time. SITC will evaluate the results after six months.