

SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE

DATE: August 21, 2018

TIME: 1:00 p.m. – 2:45 p.m.

LOCATION: Winder Boardroom, Park Building

IN ATTENDANCE:

Cathy Anderson	Holly Christmas	Cynthia Furse	Eric Eide
James Elder	Demian Hanks	Steve Hess	Nancy Lombardo
Ken Nye	Rick Smith	Cory Stokes	Jim Turnbull
Howard Weeks	Rob White		

COMMITTEE SUPPORT: Jesse Drake, Emily Rushton

UNABLE TO ATTEND:

Rebwar Baesmat	Melissa Bernstein	Kirsten Butcher	James Elder
Aaron Fogelson	Bo Foreman	James Herron	John Horel
Jakob Jensen	Harish Maringanti	Mary Parker	Colton Rogers
Ryan Smith	Rick Smith	Jess Taverna	Jeff West
Thomas Wolfe	Joanna Yaffe		

AGENDA ITEMS DISCUSSED:

- Introduce new SITC chair and new members
- Constituent/Customer Relationship Management (CRM) subcommittee progress
- Report on Student 9.2 upgrade
- Retiring application customizations
- Enterprise software policy
- Health Sciences custom-built software
- Legislative audit update regarding data encryption
- Moran Eye Center breach
- Campus-wide security audits
- Open floor

Introduce new SITC chair and new members

Chief Information Officer Steve Hess introduced SITC’s new chair, Dr. Cynthia Furse, professor of electrical and computer engineering, and Associate Vice President for Research. Hess also extended a warm welcome to new committee members Rebwar Baesmat, IT director in the College of Nursing; Eric Eide, research assistant professor in the School of Computing; and Howard Weeks, Interim Chief Medical Information Officer.

Constituent/Customer Relationship Management (CRM) subcommittee progress

Hess gave an update on the university’s Campus CRM Strategy Committee, an ad-hoc sub-committee co-chaired by Hess and AVP for Enrollment Management Mary Parker, which was authorized by SITC in May 2018 to study customer/constituent relationship management (CRM) use at the university.

CRMs help manage information about, and interactions with, current and potential constituents and

customers (at the university, constituents may include current/prospective students, students' families, donors, alumni, guests/patrons, patients, faculty, staff, business partners, etc.). Reducing the number of CRMs, Hess said, would save money, ensure consistency of data definitions used by individual colleges and units, thereby improving analytics and decision-making reports, and determine what PeopleSoft integrations are required. Hess said that the goal is not to centralize all CRM use, rather, it is to improve and better align CRM offerings and support for university organizations.

To that end, the subcommittee worked with UIT Strategic Communication to develop and distribute a targeted survey of CRM software use to cognizant university stakeholders. Cory Stokes, UOnline director and associate dean for Undergraduate Studies, lauded the effort, noting the challenge around identifying all CRM rules which have been configured, as well as understanding compliance and audit obligations for information that is being stored. University Registrar Tim Ebner added that the effort is an important step towards addressing compliance issues around the Family Educational Rights and Privacy Act (FERPA), namely, where student information lives, how it is secured, and who has access to it.

Report on Student 9.2 upgrade

Rachael Sheedy, associate director for product management and student systems for University Support Services, gave an update on upgrading to PeopleSoft Campus Solutions 9.2, which gets the university on Oracle's most current platform. The upgrade is in the testing phase and on track for release in early October. One of the key advantages of the new version, Sheedy said, is the integration of newer "Fluid" pages and applications, promising more intuitive user navigation and a mobile-responsive interface. Deputy CIO Ken Pink praised the efforts of Andrea Roner, associate registrar of student systems and technology, in helping USS retire about 70 percent of modifications made to the platform, dating back to 1997.

Retiring application customizations

Deputy CIO Pink updated the committee on University Support Services' progress towards retiring extraneous custom applications across campus. Pink noted that considerable time and financial resources are invested in developing, integrating, and maintaining customizations within PeopleSoft – about 65 percent of time spent by about 60 USS staff members. USS is working with business units to reduce as many custom applications as possible. Hess noted that this effort is in line with findings out of a Deloitte Consulting assessment of central IT services offered by UIT in 2015.

Enterprise software policy

Pink gave an update on an enterprise software policy, approved for development by SITC in May 2018. The policy centers around reducing duplicate applications which do not leverage existing app functionality, lowering integration and maintenance costs, and providing a three-year Total Cost of Ownership (TCO) template to better guide the enterprise software approval process prior to buying and building. The template is intended to more accurately capture all costs associated with acquiring, leasing, and developing software over a three-year period.

Pink presented an updated draft of the policy, which incorporated feedback from committee members. The committee voted to pursue further university governance approval, with the stipulation that a communication campaign, and related consultancy service, be provided to stakeholders earlier in the software acquisition/Request for Proposal (RFP) process. Pink noted that this would help identify enterprise software that does not integrate with core PeopleSoft systems and USS is not alerted to.

Health Sciences custom-built software

CIO Hess facilitated a discussion on a U Health Sciences custom-built piece of financial software under development, how it will be utilized, and how it fits into the developing enterprise software process.

Jeremy Uffens, director of University Faculty Information and Support (UFIS), gave an informal overview of the project to develop an integrated financial data accounting, reporting and management tool, as requested and supported by nine U Health Sciences departments. Pink and Marv Hawkins, associate director for Product Management and Finance in USS, asked if a solution may exist in the PeopleSoft 9.2 environment that hasn't been explored. Uffens did not believe PeopleSoft offers the solutions requested by the colleges. It was agreed that cognizant IT staff from the main campus and hospital would meet to discuss documented data requirements, review if an existing software solution can meet the needs of colleges, deans, departments, and other stakeholders in the project, and review if these needs exist beyond the nine supporting departments.

Legislative audit update regarding data encryption

Chief Information Security Officer Randy Arvay presented an update on a vendor-caused incident on August 20 which degraded Duo authentication services. Duo reported intermittent issues affecting its DUO1 cluster customers, including the University of Utah. Duo identified the issue as increased authentication latency, with root cause described as a problem with an automated software update. Duo resolved the issue by rolling back the update.

Arvay also discussed a recent state legislative audit on asset control, which he said matched an internal audit which found room for improvement in the areas of physical security and asset accountability. Arvay also discussed an upcoming Regents policy change regarding data and device encryption.

Campus-wide security audits

Arvay provided the committee with an update on a data security breach in April 2018 at the Moran Eye Center and subsequent request for information and ongoing investigation by the U.S. Department of Health and Human Services Office for Civil Rights (OCR).

Dustin Udy, data security analyst, discussed his experience on the Utah System of Higher Education (USHE) information security team, which conducts physical security evaluations and penetration testing on computer systems at USHE institutions. Udy is seeking volunteer departments to take part in a similar review on campus at the U, using Center for Internet Security (CIS) Controls, pen-testing, and issuance of recommendations to improve security posture.

Open floor

Due to time constraints, a presentation by Chris Stucker, associate director of Identity & Access Management in the Information Security Office, was postponed until the next SITC meeting, scheduled for Tuesday, September 18, 2018.

Action summary			
Action	Topic	Person/Group	Next steps
Approved	Enterprise Software Policy	Ken Pink	Pursue further university governance approvals.