

**SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE**

**DATE: September 18, 2018**

**TIME: 1:00 p.m. – 2:45 p.m.**

**LOCATION: Winder Boardroom, Park Building**

**IN ATTENDANCE:**

Kirsten Butcher	Holly Christmas	Eric Eide	Cynthia Furse
Demian Hanks	Steve Hess	Nancy Lombardo	Harish Maringanti
Ken Nye	Rick Smith	Cory Stokes	Jeff West
Rob White			

**COMMITTEE SUPPORT:** Jesse Drake, Emily Rushton

**UNABLE TO ATTEND:**

Cathy Anderson	Rebwar Baesmat	Colton Rogers	Melissa Bernstein	James Elder
Aaron Fogelson	Bo Foreman	James Herron	John Horel	Jakob Jensen
Mike Kirby	Ryan Smith	Mary Parker	Ryan Smith	Jess Taverna
Jim Turnbull	Howard Weeks	Thomas Wolfe	Joanna Yaffe	

**AGENDA ITEMS DISCUSSED:**

- Identity and account access
- UMail authentication plan
- Software Anywhere recommendation
- Open floor

**Identity and account access**

Chief Information Security Officer Randy Arvay gave an update on two Duo-caused outages in August. In both instances, Duo reported intermittent issues affecting its DUO1 cluster customers, including the University of Utah. Arvay said that Duo literature touts the redundancy between regional data centers provided by Amazon Web Services, but recent events have exposed a vulnerability in failover security for its DUO1 cluster. Negotiations with Duo are underway in an effort to prevent this issue from occurring in the future. [Update 10/3/18: Duo will migrate the university from the DUO1 server cluster to a new instance.]

Chris Stucker, associate director of Identity and Access Management, discussed the management of user accounts, specifically Active Directory accounts that have seemingly been orphaned. Stucker said a significantly large number of such accounts have not been accessed in more than 10 years, which is costly to the university in terms of licensing-based fees, and cybersecurity attack exposure for accounts with permanent access. The committee endorsed UIT developing a communications plan to identify exceptions and archive all other unused accounts, which will be brought back to SITC for a vote.

Stucker also led a brief discussion on U account password vulnerabilities due to a recent internal audit. The committee discussed the possibility of augmenting the university's password policy, including minimum character requirements and re-instating regular password changes. Arvay said that while such requirements have been discussed internally, they're considered an undue burden on users, and with the advent of two-factor authentication, less impactful.

## **UMail authentication plan**

Mike Ekstrom, director of UIT Network and Communications Infrastructure, updated the committee on a plan to change the UMail Outlook Web Access (OWA) login page to a Central Authentication Service (CAS)-based model, a proposal presented and approved at the August ANTC meeting. Communications are planned in advance of the change, which will take place within the next few months. The committee voted to approve the measure.

## **Software Anywhere recommendation**

Following up on numerous Software Anywhere subcommittee meetings held since the group's formation in January 2018 by ANTC, Deputy CIO Ken Pink presented recommended next steps for SITC to consider.

The subcommittee has conducted student focus groups and surveys, in addition to engaging the U's Spark Labs, to gauge student interest regarding software distribution. Feedback indicates that students are mostly concerned with trying to accomplish their work in the simplest way possible. They want to know what software is required for classes and how to obtain it, with less interest in the software itself or virtualization. According to survey data, more than 90 percent of students complete their work on personal devices, and only resort to using labs when no other choice is available. The committee also discussed some gaps in user education, e.g., U departments and associated users continuing to pay for the Microsoft Office suite and associated applications, even though they are free to students, faculty, staff and departments under the university's [Microsoft Campus Agreement](#).

The committee voted to approve moving forward with either a Request for Information (RFI) or Request for Proposal (RFP) process (whichever is ultimately approved) to identify costs and return with a recommendation at a future meeting.

## **Open floor**

Chief Information Officer Steve Hess gave an overview of [UIT's Strategic Goals for FY2019](#), which follow recommendations brought forth by Deloitte Consulting, and explained how they align with the [U's Strategic Goals](#).

<b>Action summary</b>			
<b>Action</b>	<b>Topic</b>	<b>Person/Group</b>	<b>Next steps</b>
Approved	Identity and account access	UIT's IAM and StratComm groups	Develop and implement an iterative communications plan to identify exceptions and archive unused Active Directory accounts.
Approved	UMail authentication plan	Mike Ekstrom	Develop a communications plan before executing the change over the next few months.

Approved	Software Anywhere recommendation	Software Anywhere Subcommittee	Pursue an RFI or RFP process to identify costs related to a software system, and return to SITC with a recommendation.
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