

SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE

DATE: Tuesday, January 16, 2018

TIME: 1:00-2:45 p.m.

LOCATION: Winder Boardroom, Park Building

IN ATTENDANCE:

Cathy Anderson	Mary Burbank	Holly Christmas	Demian Hanks
Steve Hess	Mike Kirby	Nancy Lombardo	Harish Maringanti
Ken Nye	Cory Stokes	Mike Strong	Jim Turnbull
Jeff West	Amy Wildermuth	Thomas Wolfe	

COMMITTEE SUPPORT: Emily Rushton, Scott Sherman

UNABLE TO ATTEND:

Melissa Bernstein	Kirsten Butcher	James Elder	Aaron Fogelson
Bo Foreman	James Herron	John Horel	Jakob Jensen
Andrew Olson	Mary Parker	Kevin Runolfson	Ryan Smith
Rick Smith	Jess Taverna	Rob White	Joanne Yaffe

AGENDA ITEMS:

- Making software available to students – next steps
- Canvas add-ins that shift from free to paid
- Security statistics and internal audit
- Overview of Information Security Office
- Open floor

Making software available to students – next steps

Cory Stokes, UOnline director and associate dean for Undergraduate Studies, updated the committee on the increasing need to make software more easily available to students, both on and off campus. He reminded the group that the Architecture and New Technology Committee (ANTC) recommended starting a working group to address this topic in 2017 after the Software Anywhere summit. Since then, the working group has held student focus groups and released a set of recommendations. In addition to that, the Marriott Library began its own pilot project with a product called Software2 in 2016 in an attempt to address this need. The library has seen success with Software2 and would like to scale up the project to serve more of the student body.

The group then began to discuss. It was pointed out that the cost to do this would be fairly significant, and wouldn't fully address the issue as Software2 doesn't offer a way to actually purchase software (it does not accept/process payments). Currently many software offerings are free, but the U does charge for approximately 25 different software applications. A few members also brought up potential integration issues with colleges that have already been operating on their own virtualized software infrastructure. UIT's Chief Financial Officer Lisa Kuhn pointed out that while the U's current software

store is in need of an overhaul, a large majority of students successfully use it each year to download major products like Microsoft and Adobe. Chief Technology Officer Jim Livingston voiced his concerns about colleges that already have virtualized infrastructure in place, and how care should be taken to not create a more problematic or confusing situation for students using those services.

The group discussed the difference between a software catalog — which was recommended by the Software Anywhere working group — and software delivery systems. A member pointed out that students and other end users don't care or see that difference — they simply need and want a seamless user experience when trying to access the software they need.

Stokes suggested allowing the library to scale up just enough to move out of the pilot stage and begin experimenting with a slightly larger student base, but members of the committee pointed out that the cost to do even this would be significant. Chief Information Officer Steve Hess reiterated that the current software store needs to be updated, and questioned if there is software available to address both needs (a store to purchase/download software and a software catalog).

Ultimately, it was recommended that Stokes bring this topic back to the next ANTC meeting (January 22) for discussion so a working group could evaluate the situation.

Canvas add-ins that shift from free to paid

Jon Thomas, director for Teaching and Learning Technologies (TLT), explained that U faculty usage of a free third-party Canvas plug-in tool has increased during the past few years, and the vendor has recently started charging for the tool. Thomas used this as a case study to explain the broader issue of the need for rules that balance supporting faculty members experimenting with teaching tools while also creating some control around what plug-in tools are implemented at an institutional level vs. a course level. Currently, instructors who would like to use a plug-in for class must contact TLT directly. Thomas explained that moving forward, TLT would like to implement a stricter set of rules around plug-ins that instructors seek to implement at an institutional (rather than an individual course) level, including 1) a vetted and signed contract; 2) training and documented vendor escalation processes; and 3) a sustainable funding plan.

The discussion briefly shifted to management and protection of sensitive/restricted data as a whole, because some plug-ins may deal with educational information protected under federal law. It was noted that it can be difficult to ascertain how certain apps and plug-in tools protect such data, and the general need for better processes around this was recognized. Finally, it was motioned to approve the proposed process and rules (listed above) with the addition of including protected data in the vendor contract(s) where appropriate. This was seconded and approved.

Security statistics and internal audit

Chief Information Security Officer Randy Arvay reviewed the findings of two 2017 internal audits.

Suggestions included offering more standardized security training, revisiting the data classification policy, and increasing mobile-device encryption. One member suggested encrypting devices would be difficult behavior to enforce, especially in regards to faculty, but Arvay pointed out that it's now fairly simple to encrypt most devices. A suggestion was made for Arvay to bring this topic back to the Senate Advisory Committee on IT for consideration, and there was general agreement in the room on this, with more discussion on the implications of unencrypted devices containing potentially sensitive data.

Arvay then gave an overview of the security operations center (SOC), which began in March 2017 and is staffed 24/7. He covered the number of security incidents, blocked attacks and malware infections, blocked spam, and phishing campaigns detected (among other security-related issues), as well as the number of queries run per hour vs. what is actually blocked. The topic of data storage came up again, and Arvay reminded the group that Box is the approved cloud storage provider for storing sensitive/restricted University data. A few members commented that more education on this, especially to faculty, would be helpful.

Overview of Information Security Office

Arvay then gave an overview of the U's Information Security Office and its role within the University. He shared the top five common security threats: phishing attacks, malware/ransomware, encryption blind spots, cloud and vendor dependency and risk, and a company's own employees. ISO's mission is: "Protect the user, protect devices, and manage risk to ensure a secure environment." There are four major functional areas of ISO: 1) Risk Management & Compliance; 2) Identity & Access Management; 3) Security Assurance and the Security Operations Center (SOC); and 4) Enterprise Security.

ISO's current initiatives include user education and awareness, strengthening the U's "core" and reducing the vulnerability footprint, managing risk, and creating partnerships and efficiencies with campus, U Health, vendors, and peer institutions.

One member commented that there is a lack of security expertise in many departments, and chair Amy Wildermuth, Quinney College of Law professor & associate vice president for faculty, echoed this sentiment, stating a need for targeted discussions with the Senate Advisory Committee about specific security topics (such as setting up encryption on mobile devices). There was general agreement on this.

Open floor

There were no open floor topics for discussion.

Action summary			
Action	Topic	Person/Group	Next step
Approved	<p>Canvas add-ins that shift from free to paid: The proposed process and rules (listed above) were approved, with the addition of including protected data in the vendor contract(s) where appropriate.</p>	Committee	TLT will begin implementing the new process and rules for add-on requests within Canvas.