

**SUMMARY FOR ARCHITECTURE & NEW TECHNOLOGY COMMITTEE**

**DATE: August 15, 2016**

**TIME: 10 a.m. – 12 p.m.**

**LOCATION: Dumke Room, Eccles Broadcast Center**

**[IN ATTENDANCE:**

David Blackburn	Pieter Bowman	Joe Breen	Tim Ebner
Jeff Folsom	Matt Irsik	Sylvia Jessen	Josna Kotturappa
Jim Livingston	Chris Roberts	Steven Seal	Dan Trentman

**COMMITTEE SUPPORT:** Scott Sherman, Cassandra Van Buren

**UNABLE TO ATTEND:**

Rebwar Baesmat	Mark Beekhuizen	Derick Bingman	Dean Church
Demian Hanks	Matt Harting	Jim Logue	Chris Stucker
Jon Thomas	Wes Tolman	Rob White	Tom Wolfe

**AGENDA ITEMS DISCUSSED:**

- Two-factor authentication roll-out proposal
- Certificate management ad hoc committee proposal
- Identity and Access Management (IAM) update
- Start of School IT planning
- General infrastructure update and future action items
- Holistic web strategy
- Open floor

**Two-factor authentication roll-out proposal**

Associate Director for IAM Subhasish Mitra proposed that the ANTC approve a plan to implement two-factor authentication (2FA) for remote access to the University network in order to better protect University assets and data. He described Verizon’s 2016 data breach report, stating that if other organizations are vulnerable, the U is, too. Security industry recommendations are 1) use 2FA; 2) limit who can access your data; and 3) train your staff regarding data security awareness. Mitra provided findings from a recent audit of University account credentials, which indicate that the U should establish a procedure for using 2FA for all remote access by employees and affiliates with U benefits, relying on University Policy 4-004 as the guide. Students are not in scope. The proposed target enforcement date is Nov. 1, 2016. After some discussion involving suggestions for making 2FA use as seamless as possible for end users, and developing a policy that is flexible without undue compromise with respect to security and University resources, the motion to approve was made, seconded, and passed.

## **Certificate management ad hoc committee proposal**

Corey Roach, manager for enterprise security in the Information Security Office, returned to the ANTC to present the written proposal requested by the group in the July meeting regarding how best to address the problem of certificate management. The proposal reiterates the factors outlined in the July meeting, concluding that a manual effort to catalog valid services and certificates, and remediate invalid certificates, should be undertaken for a six-month period. The effort will be coordinated by the ISO and IAM teams. After the effort is complete, the ad hoc committee will reconvene for analysis and next steps recommendations. The ANTC was asked to take action by approving the proposal. It was so moved, seconded, and passed.

## **Identity and Access Management (IAM) update**

Associate Director for IAM Subhasish Mitra delivered a re-cap of 1) the organizational circumstances that led to the formation of the U's identity and access management program, namely audit and review findings from 2012-14 indicating deficiencies in IAM processes and policies across campus, and attendant risks; and 2) IAM program objectives to date. He summarized the dual-phase approach currently under way, involving access certification followed by identity lifecycle management. Committee members provided Mitra with use cases to include as the IAM team moves forward with both phases, including med students going into the community who are evaluated by community doctors; visiting faculty; students; and research affiliates.

## **Start of school IT planning**

Mike Ekstrom, UIT director of common infrastructure services and unified communications, provided a summary of the preparatory measures UIT is undertaking to help ensure a smooth user experience for students, faculty, and staff at the start of the school year. He described system status communication tools; efforts to increase WiFi capacity and ease of use; monitoring of servers/storage and critical U applications; new construction status; cell phone signal improvement efforts; and the IT change moratorium in effect, which helps to assure service stability and continuity. Committee members gave Ekstrom feedback regarding other known service degradation issues.

## **General infrastructure update and future action items**

Jim Livingston, chief technology officer, updated the committee about several infrastructure-related efforts. He described cellular distributed antenna system (DAS) work by AT&T, Verizon, and Sprint and work on a new DAS strategy for hospital buildings; WiFi-related work on mapping and matrixing of stakeholders, documenting use cases, and drivers and requirements; a change to the UGuest WiFi network onboarding process; network node hardening and backbone upgrade efforts; the recent go-live of a newer version of the ServiceNow IT service management platform; distributed file system (DFS) drive mappings consolidation and data migration from NetApp to Hitachi HNAS; and next-generation data center service efforts (Cisco ACI, storage shared service, hybrid cloud, and team/service consolidation in ITS and UIT). The committee gave Jim constructive feedback on how the new ServiceNow ticket process is working for them, as well as how the consolidated drive mapping is affecting them and their users. Clayton Barlow added additional information explaining enterprise architecture to the committee, and how it can benefit the U by overcoming institutional silos.

### **Holistic web strategy**

Information Service Consultant Chris Pfeiffer, from UIT's Strategic Planning and Process team, summarized progress to date toward developing a holistic University of Utah web strategy. The goal is to create a strategy targeting a 2017-2020 timeframe; create an advisory committee; review, select, and implement tools; and revisit University of Utah Policy 4-003 (web resources policy). Now that the SITC has approved the plan, they've received names of possible volunteers who can devote a minimum of 24 hours during August-September 2016.

### **Open Floor**

There was no meeting time remaining for open floor discussion.

### **Next meetings**

The next ANTC meeting is scheduled for Monday, Sept. 26, 2016, 10 a.m. – noon, Dumke Room, Eccles Broadcast Center. The following scheduled ANTC meeting will take place on Monday, Oct. 24, 2016, 10 a.m. – noon, Dumke Room, Eccles Broadcast Center.

<b>Action summary</b>			
<b>Action</b>	<b>Topic</b>	<b>Person/Group</b>	<b>Next step</b>
Approved	Network connection memorandum of understanding / agreement	Portfolio	The agreement will move to the SITC for consideration.
Action item	Certificate management ad hoc update	Corey Roach	Roach will write the plan for evaluating the current state of certificates and provide that to the ANTC.
Approved	Next meeting	Portfolio	The meeting on July 25 will be skipped due to the holiday; the meeting on August 22 will be moved up a week early to August 15.