THE UNIVERSITY OF UTAH®

SUMMARY FOR ARCHITECTURE & NEW TECHNOLOGY COMMITTEE
DATE: October 23, 2017
TIME: 10 a.m. –12 p.m.
LOCATION: Winder Boardroom, Park Building

IN ATTENDANCE:

Mark Beekhuizen	Joe Breen	Tim Ebner	Jeff Folsom
Demian Hanks	Matt Harting	Matt Irsik	Sylvia Jessen
Chris Roberts	Steven Seal	Chris Stucker	Jon Thomas
Daniel Trentman	Rob White	Thomas Wolfe	

COMMITTEE SUPPORT: Jesse Drake, Scott Sherman

UNABLE TO ATTEND:

Rebwar Baesmat	Derek Bingman	David Blackburn	Pieter Bowman
Steve Dean	Josna Kotturappa	John Levandowski	Jim Livingston
Jim Logue	Wes Tolman		

AGENDA ITEMS DISCUSSED:
- Lab statistics gathering effort update
- E911 update
- Security camera infrastructure refresh
- Information Security Office update
- Architecture Community of Practice update
- Open floor

Lab statistics gathering effort update

Jon Thomas, Teaching & Learning Technologies director, presented an update on a governance-approved task force that is collecting campus-wide computer lab usage statistics.

The task force is focusing on four types of labs: open access/drop-in use, classroom/instructional, virtualized/cloud-based, and discipline-specific labs. Specific data being collected includes basic lab information (e.g., location, number of seats, hours of operation), peak usage, time spent on machines, and software usage. A variety of lab data gathering tools have been deployed, including LabStats, and a Qualtrics survey was sent to cognizant department contacts, each unit receiving a unique link, as a means for collecting anecdotal data about each new lab they use.

The deadline for submitting data is Jan. 15, 2018. The task force will report its findings to the Strategic Information Technology Committee (SITC) in March 2018.

E911 update

Mike Ekstrom, director for Network & Communications Infrastructure, gave an update on changes to Enhanced 911 (E911) services. Under Senate Bill 14, the University is required to provide direct 911 dialing without an additional digit or prefix. Previously, someone dialing 911 from a University phone had to dial 9 to get an outside line before dialing 911. Now, people can dial either 911 or 9-911 to connect to

emergency services.

SB14 also requires businesses to maintain a Public Safety Automatic Location Identification (PSALI) database that helps emergency personnel identify the caller's location. E911 service automatically displays the telephone number and physical location of the 911 caller on the emergency operator's screen.

Maintaining the database presents some challenges. If a phone moves but UIT is not informed, the PSALI database does not get updated. That makes it incumbent on University staff, faculty, and on-site affiliates to keep UIT informed when phone lines are moved by calling 801-581-4000, option 2.

Ekstrom said that NCI is considering sending automated, pre-recorded calls to phones identified as having moved to proactively keep the database current. Rob White, IT director of Continuing Education & Community Engagement, expressed concern that people may interpret auto-dial calls as spam, even if they come from a University extension. White suggested developing a point-of-contact database to identify a single authoritative person in a particular building as opposed to targeting individual phone users.

Ekstrom said that NCI's communication effort includes a series of related knowledge articles, now published in UIT's public knowledge base. One of the articles addresses risks and limitations surrounding Voice over Internet Protocol (VoIP) and "softphones," i.e., phones that allow users to make calls over the Internet from a computer or smart device.

All University organizations using VoIP phones or softphones are now required to have a manager-level (or above) representative read, sign, and date a disclaimer, disseminate the information to individuals in his/her area of operations, and incorporate it into their new employee onboarding process.

Security camera infrastructure refresh

Chris Stucker, associate director of IT for Facilities Management (FM), reviewed current infrastructure of campus security cameras and discussed future installation plans.

The Avigilon Control Center surveillance software recently received a technology upgrade. Stucker walked committee members through some of the enhanced features, including server and website synchronization, improved search capabilities, tagging and annotating a section of video (called a bookmark), an appearance search function where characteristics such as shirt color and facial hair can help identify individuals in a slice of video, and defining "sections of interest." For example, alarms can be set to trigger if a person is seen in a physical location during certain prohibited periods of time.

Stucker said FM is also in the process of drafting policies and provisions to bring more than 6,000 cameras on the U Health Care side under FM purview. FM currently manages approximately 2,000 security cameras and 20 servers. Stucker noted that UIT's network team has supported FM's infrastructure improvements with additional bandwidth on the server side.

Information Security Office update

Chief Information Security Officer Randy Arvay discussed ongoing information security projects, notably periodic user access reviews led by ISO's Identity & Access Management team. Once deployed, all managers at the University will be required to review their employees' elevated access to high-risk applications, currently Cactus, EPIC, Lawson, and PeopleSoft (Campus Solutions – HE, Human Resources –

HR, and Financials – FS). The review process will initially encompass University employees with the long-term goal of including affiliates and vendors. Arvay said that IAM is targeting November to launch the process, but an official rollout date is to be determined.

The impetus of the review, in addition to complying with University Policy 4-004, Rule 4-004D, is protecting privileged information from insider exploitation. Where Duo Security has granted the University greater log-in control, the SailPoint IdentityIQ-based review allows greater oversight of the permissions piece.

As for Duo, Arvay said that the phone call and/or SMS authentication method for accessing online applications via Duo has been more widely used than anticipated and is costing more than expected. The mobile app's push or passcode features, or log-ins using a purchased hardware token, bear no additional cost to the University.

Architecture Community of Practice update

Clayton Barlow, associate director for Enterprise Architecture, welcomed Trevor Long, associate director of UIT Network & Core, to the Architecture Community of Practice (CoP), replacing Chris Livingston from Network Core Services.

Barlow talked about the leadership vision around CoP's Point of Contact database. The CoP is currently gathering use cases and requirements for the database that align with IT governance strategies and UIT's strategic plan. Other CoP updates discussed were moving UConnect from public to private RFC 1918 space and a recent change that blocked incoming traffic from a port known to be a security threat, which inadvertently restricted legitimate traffic from University affiliates in nations using the port. Barlow said the event exposed the lack of a process for granting exceptions to similar change controls in the future, and the need for risk assessments for proposed exceptions. CHPC Director Tom Cheatham expressed concern over the lack of communication prior to the change in question, and CHPC IT Architect Joe Breen noted it will always be a challenge for the University to strike a balance between unfettered access for scientists and the need for a strong security posture. Lastly, Barlow gave an update on the use of Anycast, a network addressing and routing method, to increase Domain Name Server (DNS) availability at the University.

Open floor

There was a brief exchange on the RFP process led by a governance-approved committee researching a campus-wide print management solution, which Ekstrom said is currently on hold while changes to the RFP are discussed. ANTC Chair Mark Beekhuizen asked committee members how they felt about the Park Building as a meeting location as opposed to Eccles Broadcast Center. The new location was met by a generally positive response.

Note: No actions were approved at the meeting. Presentations were information-only.