

**SUMMARY FOR STRATEGIC INFORMATION TECHNOLOGY COMMITTEE**

**DATE: September 20, 2016**

**TIME: 2:00–4:00 p.m.**

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

**IN ATTENDANCE:**

Mary Burbank	Demian Hanks	Steve Hess	Nancy Lombardo
Harish Maringanti	Rick Smith	Jess Taverna	Amy Wildermuth
Rob White			

**COMMITTEE SUPPORT:** Emily Rushton, Scott Sherman

**UNABLE TO ATTEND:**

Cathy Anderson	Melissa Bernstein	Holly Christmas	James Elder
Aaron Fogelson	Bo Foreman	James Herron	John Horel
Jakob Jensen	Mike Kirby	Ken Nye	Andrew Olson
Mary Parker	Kevin Runolfson	Ryan Smith	Mike Strong
Jim Turnbull	Jeff West		

**AGENDA ITEMS DISCUSSED:**

- Two-factor authentication
- Disabling SMTP authentication for off-campus users
- Holistic web governance update
- Student email

**Two-factor authentication**

CIO Steve Hess presented on two-factor authentication (2FA) and the proposal to expand its usage to all campus and hospital staff. He said the U is one of the few institutions among its peers that hasn't fully implemented 2FA. One of the main reasons 2FA needs to be implemented is due to the weakness of passwords as a security measure in today's world. The U has already purchased Duo for campus and RSA for the hospital/clinics, and Hess explained that 2FA is easiest and most convenient when using the mobile app, but there are also options with additional cost, such as a hard token or a phone call. Hess said the 2FA proposal was discussed and approved in the ANTC, the executive leadership team, and the faculty IT committee.

Hess asked the SITC to approve requiring all employees to use 2FA for all applications protected by CAS, remote access via VPN, and remote access to high-risk servers, starting November 1, 2016.

The committee discussed: the logistics of requiring employees to use 2FA; the added expense of using the hard token or phone call option (there is no expense for using the app); the communication campaign planned for the 2FA rollout; and the possibility of having two separate deadlines for campus

and hospital, since they're using two separate vendors (Duo/RSA). A suggestion was made to change the language around the date to say "enforce no earlier than November 1" rather than creating a hard deadline of November 1. The committee approved the proposal, on the condition that the language was changed as mentioned above.

### **Disabling SMTP authentication for off-campus users**

Chief Technology Officer Jim Livingston recapped a change that was recently made to the U's email system to turn off off-campus authentication to SMTP servers. The change was made due to a problem of spammers utilizing compromised accounts to send thousands of SPAM emails. The U's reputation score started to lower, which increased the probability of being blacklisted. A critical point was reached during the start of Fall 2016 semester when the UMail team noticed an increased number of compromised accounts sending out SPAM. Livingston explained that this happens because SMTP is inherently insecure and allows an infinite number of attempts to authenticate, which opens up the University to brute-force attacks.

Before immediately shutting down off-campus authentication to SMTP, a few things were tried: increasing the level of monitoring and decreasing the number of emails that can be sent from a certain account in a certain timeframe. Ultimately these solutions were not effective enough, and the decision was made to shut down outside authentication to SMTP (with the exception of a few whitelisted services, such as @TheU and ServiceNow). This resulted in a minor effect for about 1,000 users who are no longer able to use certain older email clients off campus unless connected to VPN.

Upon making this change, the U's email reputation score improved dramatically. There are no more compromised accounts sending SPAM, and the number of concerns overall was very low – less than 10 trouble tickets to the help desk. There were no questions from SITC. This was an information-only item.

### **Holistic web governance update**

Deputy CIO Ken Pink reminded the SITC about the group that was pulled together to look at different options and solutions to create a holistic web strategy, led by Strategic Planning and Process Team Director Paula Millington.

Millington then reminded the SITC of the web strategy group's charge, which was to jointly create a strategy, form an advisory committee, look at the available tools, and then look at the current policy. There are more than 8 million sites and pages currently being managed at the U, which causes inefficiencies and duplication of efforts, and requires resources to properly manage the currently existing web properties, as well as collaboration across silos. On Sept. 7 and 8, 24 campus web thought leaders met to explore the current state, future vision, common themes, and draft a strategy that is

now being reviewed internally. The group expects to have a final draft ready for the October SITC meeting.

Next steps: an internal review of the strategy draft, develop recommendations for SITC, and “pass the torch” to SITC. A governance committee will need to be created, a charter developed, membership chosen and, finally, a 2017 agenda created.

Millington clarified that the strategy is focused on public-facing sites only (e.g. not internal sites like Pulse). This initial phase will be external/public only. This was an information-only item.

**Student email**

Chief Information Officer Steve Hess presented on the future of student email, and suggested the University should get out of the business of providing on-premise student email. He said 60% of students forward their university email to another personal email account. Only one other PAC-12 school still manages on-premise student email – most schools simply provide a .edu account through a cloud provider (such as Google).

Hess proposed that UIT review student email account usage in order to evaluate the business cases to continue with the current practice, migrate student mail to a cloud provider, or offer a Utah.edu alias that forwards to students’ preferred email address. UIT would then return to the SITC with the business cases for a vote on a direction to take. Hess said eventually, UIT would like to take all mail off-premise at some point. The committee approved the proposal to allow UIT to review student email account usage and evaluate options.

**Open floor**

There were no open floor topics or discussions.

Action summary			
Action	Topic	Person/Group	Next step
Approved	Two-factor authentication	Portfolio	Begin the implementation and communications for requiring all employees to use two-factor authentication for all applications protected by CAS, remove access via VPN, and remote access to high-risk servers, no earlier than November 1, 2016.
Approved	Student email	Portfolio	UIT will move forward and review student email account usage in order to evaluate options. UIT will bring this information back to a future SITC meeting.