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.

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