

UC IT Committee Meeting Minutes

Room 317 Crouse Hall, February 14, 2020, 1:00 PM

Next meeting: March 17, Crouse Hall 110

Members Attending: John Corby, Linda Barrett, Ellen Perduyn, Eli Eubanks, Aimee DeChambeua, Arnob Banik, Carrie Buo, Matthew Siemionko, Nathan Yost, Brenden Madden, Jacob Stump

Members not present: Enoch Damson, Scott Randby

Guest presenters: Kurt Eckert, Matt Williams

Introductions for benefit of new member, Brenden Madden and Jacob Stump.

Agenda moved and accepted with change in order of topics.

Minutes to December meeting: Eli Eubanks should be added to attendees. With that change, moved and accepted.

Minutes to January meeting; moved and accepted.

In order of discussion....

Goal 1: ID management and user access. Kurt Eckert, CISO, update.

2-factor ID possible as of end January for opt in; pushed to campus in March. Optional until Fall when mandatory for critical services. Access available through MyAkron. App download makes 2nd id easy on smart phones. Text option available. "Remember me for 3 days" is possible. Web site will be deployed. Chiboleth (sp?) services works with all this now.

Directory services: LDAP vs. Office 365. Migrating from LDAP to Microsoft gives better controls and account creation. Having 2 different directories is an added complexity, and with 365 confusing delays can be eliminated.

Testing the use of "External Email" notifications / banners for emails coming from outside. This is a phishing tactic alert strategy. Internal campus education will be increased. A phishing campaign is planned.

Side note: there are 2 new people in UA's security team, one of whom runs a security ops center to help students respond. Spamming: training for campus "general principles for cybersecurity awareness" is planned.

Two largest threats are credential compromises and phishing.

Comment: the Graduate Student Association—graduate students are willing to go to 365 from zips.uakron.edu—which is Gmail. 365 licensing, which the university has, came with security tools but to get those on Gmail would be an extra cost.

Suggestion at large: committee should discuss student email options (365 vs gmail). Benefits is only one system. Hard to know how many people who are in the system with a zips.uakron email use it. Of the 400,000, we could put 30,000 on 365 and have added benefits already included in 365 cost.

Goal 2: VOIP (Voice Over Internet Protocol) Matthew Williams, Computer Center, presented

Board of Trustees approved solution. Vendor contact will be on Feb 17, 2020 to begin strategy for change-over. Voice quality is better. Client can be on own phone, use lap top, etc. Plan is rolling implementation starting before end of FY (June 30). AT&T is losing some of the business they had with the choice of vendor but was considerably higher cost. Students will be on the same service as faculty.

Goal 4: Storage – Matt Williams

High volume storage – traditional file shares. Concept strategy: move as much as possible to cloud. 25 TB / department with individual file size up to 100 gb. Caveat: Sharepoint can't keep executable (.exe extension) files. Option: zip file and keep. Psych archives is doing this. Cloud keeps revisions and docs; recycle bin; ransomware protection; more. Another limit to Sharepoint is character length of file name.

Everyone with folders in H drive can have link to them in One Drive. Matt demonstrated this with a laptop projection of how it would work. The files are 'synched' and mapped to OneDrive. Issue with H Drive is not being end-to-end encrypted, among other things. Data loss prevention tools are available with the enhanced security. Plus, lower storage on campus will lower backing-up costs. MS tools are getting better and better, he and Kurt Eckert said.

Goal 3: Cloud ERP to replace PeopleSoft

Discussion on John Corby's draft of a resolution to send UC with request to consider it, and then recommend to the university for action.

John Corby's document included motivations. One that was mentioned was an integration between systems on campus into ERP could be in real time rather than batch processing, which is delay.

Wording options discussed included:

"Maintaining current functionality of higher ed focused processes,"

"Ask to resolve that: UC recognizes importance of cloud ERP to university's function and now we need to investigate a new one"

"A more robust ERP plan for future needs"

"Recognizing the importance and recommend that it be part of the strategic planning process"

"The functionality and user experience offered through PS has not adequately met or kept pace with the requirements for automation and support of key processes at the University, therefore it is our recommendation that the UC appoints a committee to investigate a new solution to replace our current Oracle-based PS software."