

ITSAC Meeting Notes
November 30, 2017
12:30 – 2:00 PM

Attendees: Tom Ambrosi, Beth Blakesley, Bill Bonner, Terry Boston, Aaron Brumbaugh, Jordyn Creighton, Guy Ellibee, Ericka Fleck, Chris Jones, K.D. Joshi, Patrick Keopanapay, Wade Lafferty, Kurt Mueller, Greg Neunherz, Tony Opheim, Sasi Pillay, Cheryl Reed, John Schad, John Schneider, Jeffrey Snell, Lynne Varner

Guests: Lauren Wells

Location: Pullman: SPARK 212; Everett: Everett Conference Room 430; Tri-Cities: Floyd 247; Vancouver: VDEN 301; Spokane: SNRS 520

Welcome/Introductions

Sasi Pillay

Cyber Security Program & Policies

Tom Ambrosi

- Tom's presentation of the Information Security Policy & University Data Policies.
- Tom updated the group that the Information Security Policy is in the hands of Procedures & Forms.
- This will go out to campus CIO, VP, & Deans.
- Group discussed what is the governance role and what is Procedures role (i.e. it goes to them for review, and put in right format for BPPM)
 - Procedures and Forms currently sends to the President's Office for signature. Do we want to continue this routing system or have ITSAC present to the President more formally?
 - Sasi confirmed that ITSAC members' responsibilities is to go over policies and procedures and figure out what role governance has and what role policies and procedures has.
 - Tom will work with Deb to try to fast track this.
- Tom went over the data steward being responsible for HIPPA data wherever it is.
 - This model doesn't work well for how we do business. He wants to change it to align with a security policy that each area head is accountable for the systems end data in their area. Each VP and Dean over an area has certain responsibilities over the data in their area. It was noted that many of the area heads are in favor of this change.
 - This changes the responsibility from area heads to be responsible for data outside of their area. Sasi said that all data essentially has to report through a Dean or VP, moving towards a system or process where VP or Dean is accountable. When a new service is put in place, we would be asking that VP or Dean to sign off on it. By doing so, that individual is understanding the risks associated with that service, and they are accepting the risks.

Responsibility, accountability, and reliability--there is a component of each with this new plan. We don't want people to use insurance as a crutch. This will give a level of confidence and reduce costs.

- Wade asked if this is an expansion of the current ITS service process, and it was confirmed this is expanding on it. The scope of this is data collection usage and release, relating to any service an area provides.
- Wade suggested there be a process. Sasi confirmed this is something he and Tom are working on, and most likely will bring in a third party to do an assessment.
- K.D. asked what the risk value is. Sasi said central IT is a partner with Greg (College of Business) on delivering that service. Central IT will be a resource for Greg to lean on.
- Greg suggested focusing significant time on the inventory. Tom confirmed that a risk assessment BPPM is being put together and all the definitions will be there. Tom would like one risk definition across the institution.
- Sasi asked all members to inform their leadership of where we are going with this. We are relying on the group to move this forward.

Shared Services

Sasi Pillay

- Sasi went over the path forward for integrated WSU IT services.
 - We are looking at what services we can offer centrally that other departments can subscribe to.
- Group discussed possible shared services that we can subscribe to across the board.
 - Sasi said the accountability and responsibility we are moving towards gives you the choice to run it yourself or allow central IT to take over.
 - The portfolio of shared services needs to be reviewed at least annually. The goal is operate like a business rather than a collection of user groups. As we move forward, we want to move towards a business like relationship.
 - Sasi noted that if we all agree to shared services model, we want to add in tech refresh (periodically).
 - To create an infrastructure policy Sasi needs everyone to work together to identify elements for shared services.
 - Sasi encouraged everyone to work with central IT because we can leverage purchasing power.
- Sasi called on the group to assist with this item: we want to scan every piece of equipment connected to our network.
 - John Schneider voiced concerns about possible breaches; could be costly.
 - Sasi noted that imaging is a service center and is looking into having this centrally funded.
- On demand video conferencing is something all the campuses have been working together on. Sasi is looking to how we can collectively put together a project similar to a video concierge service—he asked for volunteers on this team to solve this problem.
 - Greg suggested a subcommittee.

- Sasi will present an architecture for ticketing systems as a centralized service at the next meeting.

Foundational Technologies and Services

Sasi Pillay & Tony Opheim

- Tony discussed endpoint management.
 - What we are doing is from a central IT perspective; we won't know individual customers as well as the staff do, so the idea is to provide a broader depth of value.
 - We are working on bringing in a standardization of hardware. Backup and recovery and ensuring that security policies and practices are being followed.
- Sasi added agenda item for next meeting:
 - The degree plus program—a work study program with students. The student can then graduate with a certificate in the appropriate area. This is an opportunity to bring non-STEM majors into technology exposure. The idea would be to hire students at the sophomore level and have them work through junior and senior years. The focus would be on soft skills as well as technical abilities.
- How can we leverage this across WSU?
 - Not looking to change the current model.
 - Example discussed: College of Business pays \$15-\$18 dollars an hour to their students and audits everything the students do.

Other announcements:

The next meeting will be in January. There will be no December meeting.

Lauren Wells will reach out to the group for scheduling the January meeting.