

ITSAC Meeting Notes
September 7, 2017
2:00 – 4:00 PM

Attendees: Tom Ambrosi, Beth Blakesley, William Bonner, Terry Boston, Colleen McMahon, Christopher Coons, Jordyn Creighton, Kenn Daratha, Geeta Dutta, Saleh Elgiadi, Guy Ellibee, Fran Hermanson, John Johnson, Chris Jones, Patrick Keopanapay, Chris Meiers, Kurt Mueller, Greg Neunherz, Tony Opheim, Sasi Pillay, Jon Schad, John Schneider, Michael Stamper, Lynne Varner

DISCUSSION ITEMS

Welcome/Introductions

Sasi Pillay & Saleh Elgiadi

Committee Charge

Sasi Pillay & Saleh Elgiadi

- Posted to itgovernance.wsu.edu and will incorporate into the ITS website
- Consists of individuals who can help with the big picture and decision-making University-wide (prioritize projects, make decisions/commitments after consultation)
- Committee has an effect on the entire University – correlates with IT Roadmap and University Strategic Plan, Grand Challenges, etc.
- ITSAC member role is to represent the interests of their unit and where the unit is going
 - Members wear a bigger hat in the interest of WSU and all five campuses
 - ITSAC members need to work in unison to satisfy the individual needs of their units while working together for all the University's interests
- Within ITSAC are a number of sub-committees who meet independently and advise ITSAC by providing recommendations, guidance, and implementation strategies
- Why IT Governance is needed
 - Unclear roles and responsibilities
 - Unclear how decisions are made
 - Unclear strategy
 - Unable to leverage the buying power of WSU
 - Redundant and duplicative IT services
 - Multiple IT service providers from different organizations
 - Internal competition diluting funds for strategic investments
 - Unmanaged risks: security, data, financial
- IT Governance structure
 - IT Executive Board (ITEB) – President's cabinet
 - ITSAC
 - Subcommittees; Access & Compliance, Area Technology Officers, IT Assessment, Business Intelligence, IT Communications, Enterprise Applications, IT Infrastructure, IT Procurement & Contracts, Instructional Technology, Research, Security & Compliance
- ITEB
 - Chaired by President
 - Members: Provost, Chancellors, VPs, Chief Budget Officer

- Meets quarterly
- ITSAC
 - Chaired by WSU CIO & Deputy Chair (Campus CIO's)
 - Members: Campus CIO's, membership based on nominees, ATO
- Subgroups and Working Groups
 - Conducts in-depth analysis and makes recommendations to ITSAC
- Sample Portfolio of Shared Services
 - Email, networks, ID management, imaging, on-demand conferencing, collaborative environment, web environment, ticketing system, etc.
- Path Forward for Integrated Services
 - Shift axis and control
 - Away from delivery of services
 - Towards strategy and governance
 - Agree on portfolio of services
 - Agree on operational metrics
 - SLAs (base and premium services)
 - Operational Level Agreements (base and premium)
 - Customer service metrics
 - Funding models
 - Centrally funded
 - Pay for services
- Establish a base budget
 - Zero base
 - Base plus
- Establish governance and innovation process
- Approach – Communications and Discussions
 - ITS
 - University council, Provost council, etc.
 - Jacqueline Southwick will coordinate and is putting together a new website and the annual report
 - Will do IT assessment by a 3rd party
- Agenda items – please send requests for agenda items to Sasi
- Need to keep customer service at the forefront
 - How best can we serve our customer and stay true to what's best for the University and advancement of the University
 - Need to take history into account and have thoughtful discussions about what to do going forward

Computing at WSU Presentation

Sasi Pillay

- Four WSU Strategic Themes with Three Tenets: Mission Enablement, Risk Reduction, Cost-Effectiveness
- Infrastructure Services
 - Central IT
 - Microsoft Office 365, Skype for Business, single wireless experience, help desk, datacenter, information security program, strategy and plan, integrated security and

net ops center, HP computing, rural broadband (WSU Intranet – we have a lot of content, but unable to share)

- Enterprise Applications
 - Academic performance system, student success collaborative guide, eXporance Blue, digital measures, scheduling, imaging, mainframe computing, student information systems upgrade, modernization of business systems, predictive analytics

Review of IT Security Policies

Tom Ambrosi

- WSU Information Security policy
 - Short and broad
 - Compliant/consistent with state's policy
 - What is the definition of criticality – will need to develop criteria
 - Propose to look at number of effected users – method that binds that – risk metrics?
 - Need to match with enterprise risk management
 - Comments to policy requested by September 22nd; send to Tom Ambrosi
 - Tom will incorporate comments, then share again with ITSAC
- Information Security Strategic Plan
 - Four tenets; will be building out over the next couple of years as part of the Roadmap
 - Recommend establishing Information Security Officer position at all major campuses – needs funding
 - We currently have points of contacts and they participate with monthly meetings
 - We also need risk management teams at each campus – proactive teams
 - Would like to do 3rd party assessments
 - Recommend a multi-campus team – reactive team – to respond to incidents
 - Distributed IT shops
 - For discipline-specific support
 - For people replicating central IT services/foundational support
 - For endpoint management
- EP #8 – University Data Policies
 - Everyone has to do their share – will define roles and responsibilities
 - Data classifications
 - Changes made to release of data to 3rd parties
 - The steward over the data needs to be able to sign off on it – assign a risk score (low, medium, or high) and which business unit will be held accountable for data breach
 - We have data sharing agreements with other state agencies
 - Data custodians have reviewed these documents and they have been vetted up through the President's cabinet
 - Once approved, they will go to Deb Shaw
 - Tom is open to recommendations on who should review policy; Saleh suggests having discussions within subcommittee for their comments
 - What about training? People need to understand what they can or can't do
 - Strategy document also has the "what" but not the "how"
 - Types of data
 - Multiple media – recordings from classrooms which might include discussions of regulated information – how do you classify?

- Classify as the most stringent classification

Email Services Consolidation

Sasi Pillay & Tony Opheim

- First phase began last fall with licensing exercise and infrastructure built on the backend
- Phase 2 efforts involved movement of the WSU ITS Pullman on-premise exchange to cloud; over 12,000 mailboxes were moved; completed June 30th
- Phase 3 efforts are well underway with Office 365 migration for other email systems not moved in previous phases; Tri-Cities is up now and College of VetMed; scheduled between Sept 17th and June 18th
- Will harness-in naming structure, delegated authority, and standards and rules
- Should be elements of cost savings when migrating

Network Management Consolidation

Sasi Pillay & Tony Opheim

- There are still a handful of units that run their own services; most are overlaid over central IT services
- Three reasons: lack of responsiveness, lack of flexibility, and cost

Digital Signatures, Credentials, Certificates

Saleh Elgiadi & Sasi Pillay

- This topic is tabled until the next ITSAC meeting due to time constraints