Date: April 26, 2018
Time: 2:00 – 3:30 PM
Location: Pullman: Lighty 405; Everett: TBD; Tri-Cities: Floyd 209; Vancouver: VCL 219; Spokane: TBD

In attendance: Erica Austin, William Bonner, Terry Boston, Scott Bullers, Aaron Brumbaugh, Greg Crouch, Christopher Coons, Jordyn Creighton, Geeta Dutta, Guy Ellibee, Erika Fleck, Fran Hermanson, John Johnson, Chris Jones, K.D. Joshi, Patrick Keopanapay, Chris Meiers, Kurt Mueller, Greg Neunherz, Tony Opheim, Sasi Pillay, Cheryl Reed, Erin-Kae Rice, Jeffrey Snell, Michael Stamper
Guests: Dawn Barnard, Bill Rivers, Jacqueline Southwick, Lauren Wells

AGENDA

Welcome/Introductions
Sasi Pillay
- Bill Bonner motions to approve March ITSAC minutes, Jeffrey Snell seconds, group approved.

Data Governance
Fran Hermanson
- Fran presented her data governance document, and defined data as any data held centrally by IT such as student data, employee data, etc. Data governance is important so that we can be consistent. There has been informal data governance going on, but we need to formalize. We need support from executive sponsorship going forward with the modernization.
  - Basic principles: make sure we have a repository that people can utilize to access the information they need, that they have the correct permissions for, and security (right people have the right information).
    - We need to have buy in. The data here is owned by the university (faculty research may be different), but for central information we need to make sure people are being responsible stewards of the data they have access to.
    - Data governance takes continual care and feeding of the continual life cycle. This starts with IT, as they hold the technology, and IR, as they are the area for official reporting for the university. Some processing is more central in the college, so data governance should cover constant training to ensure the same standards are followed across the university.
      - Fran suggested that starting with a small group and training in increments would be the best approach.
    - The modernization project and data mapping/data cleansing was also discussed. Next steps are to utilize the data governance framework that they have been looking at to use it as a guide as we build our plan. Change management and communication will be critical to this process. Sasi, Erica A., Mike Corwin, and Fran have been meeting and they welcome any input from the ITSAC.
  - Bill B. asked if this falls under the umbrella of the ERP—Fran updated that everything about data governance should be in the project charter.

- Bill's concern is volunteering the same people to overlapping projects.
- Erica A. updated that we may start with the student success side to get started.
- Sasi noted that we would have a data governance council similar to ITSAC, and within that group have subgroups.
- Greg asked about faculty research data, Fran updated that data will have many definitions. Greg talked about data across campuses. Geeta updated that more funding agencies are asking for access to the data from funded projects. Data governance will encompass all data, but we won't start with that on day one.
  - o Sasi reminded the group that Tom Ambrosi would send out a survey to find out where the data is, and who is holding what data.

Proposed working group to explore central file services
Bill Bonner
- Bill B. asked the group if this is worth pursing through ITSAC, and if so what is the best way to go about this?
  - o Is this a topic ITSAC wants to address, and do we have the resources to do so, or should colleges/areas tackle independently?
  - o Tony volunteers his subcommittee to take this on as a top agenda item.
- Greg updated that subcommittees should be assigned tasks that are endorsed by the ITSAC with due dates (timelines).
  - o Sasi would like proposed membership and a charter for the group as expectations.
    - The priority of what subcommittees do should be chartered by ITSAC. No one was opposed to this idea.
    - Bill B. motioned to pursue file services as a working group to the Infrastructure (Tony, Chair) Greg seconded. Bill will help Tony with charter and membership and they will present at the next ITSAC meeting.
  - o Christopher Coons will do the same with his subcommittee.
    - Greg Crouch will work with Christopher to add more faculty to this subcommittee.

Proposed NIST 800-171 compliance collaboration
Bill Bonner
- o Bill spoke about a new requirement on federal contracts regarding the handling of data that is not classified but sensitive.
  - Bill met with Dan Nordquist for the need to introduce this with contracts.
  - There is an effort to create a central center to hold this data. If anyone is interested in participating in the establishment of this facility, contact Bill Bonner.
    - Bill proposed this should be a separate group.
      - o **ACTION**: Sasi asked Bill to start a small group, and then Sasi, Bill, Dan Nordquist, Tony Opheim, Tom Ambrosi, Tony Burt, Wade Lafferty, Aurora Clark, and Chris Keane should meet to discuss.

Chat Bot Proposal
Erica Austin
- o Erica discussed her handouts. This program started out of SFS, and the idea is that you can set up a Chat Bot for students that miss/cannot find information on the website.
- o The Chat Bot tool aggregates everything on your website to answer questions for students.
  - This can be stood up in 3 weeks, and answer 98% of questions. It gets smarter as time goes on. Departments also have the ability to turn on and off the Chat Bot software.

- Erica suggested starting in a small phase such as SFS, and other departments/units that want to be involved and help with funding.
  - Greg suggested locking in departments/units for 2-3 years, instead of 1 year.
  - Bill asked if departments are manually curating the data or does it have the ability to process content that already exists?
    - Erica noted that within 3 weeks, it can download and process all data on a website and from there you can curate. Erica's only concern is that there is information on websites that is not consistent. This program could help identify those areas. Sasi noted this could address some issues about accessibility.
    - Aaron (Tri-Cities) asked for a demo, but Erica is unsure how it works across campuses. She will refer his questions to Brian Dixon who has been leading the demos.
    - Jacqueline updated that ITS has a branded Chat Bot so she will work with Erica and send her more information. **ACTION**: Erica, Jacqueline, Sasi to meet and discuss.

Subcommittee Updates
- Greg gave ATO and Procurement Subcommittee updates.
  - The ATO group went over the services we are duplicating across the campuses such as firewalls as a service, file services, and SharePoint.
    - If the ATO group has a list of topics to bring to ITSAC, what is this group looking for in the document?
      - Sasi asked for a one-page document to describe the statement of the problem and recommendations.
    - Procurement Subcommittee: Greg asked for guidance regarding software; he proposes that the pay to play type model is not conducive to the university culture.
      - Greg would like ITSAC to confirm if the Procurement Subcommittee should make proposals.
        - Group agreed, Sasi agreed, and Sasi updated that there are MOUs being created between ITS and the academic institution (Deans) to receive money for site licenses. Greg will take this update back to his subcommittee and they will come back with a charter and membership to move forward.
        - Greg inquired as to why we can't break the pay for play model now, and proposed to ITS that products that are enterprise products be released to the university community.
          - Sasi has no problem with this as long as stakeholders are informed first.

IAM & MFA
Tom Ambrosi/Sasi Pillay
- We are close to signing a contract with Okta for dual factor authentication.
  - Bill B. asked if Okta would provide two factor at sign in or sign in application by application.
    - Sasi confirmed that it could be done either way. For O365, we will implement dual factor authentication.

- We will send out an invitation to the ITSAC when a meeting with the vendor is scheduled. All ITSAC members are welcome and encouraged to attend.

EP 8 & EP 37 Status
Tom Ambrosi/Sasi Pillay
- Sasi updated that this has reached its full conclusion. All changes have been sent over to Deb and it should be published this week.

Microsoft Debrief
Sasi Pillay
- To be added to next agenda.

Vision for Help Desk(s)
Sasi Pillay
- We are trying to create a shared service for Helpdesk.
- This item will be added to the agenda for next month.

Survey
Jacqueline Southwick/Sasi Pillay
- We have rebuilt the survey into an Excel document.
- Jacqueline updated that the updated survey will be sent out soon, and we will compile feedback.

Other notes:
We are moving this monthly meeting to two hours to ensure we are able to cover all agenda items.