

# WSU ITSAC MEETING - MINUTES

## MEETING INFORMATION

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**Date:** July 12, 2018

**Time:** 3:00 – 5:00 PM

**Location:** Pullman: Lighty 405; Everett: TBD; Tri-Cities: Floyd 247; Vancouver: VCL 219; Spokane: SAC 401A

The dial up number for all sites for this event is **774924**. If you are attending by phone, please call (509) 358-7935 or 8-7935, then enter the meeting id when prompted of 4924.

In attendance: Tom Ambrosi, Erica Austin, Bill Bonner, Terry Boston, Aaron Brumbaugh, Scott Bullers, Tony Burt, Christopher Coons, Greg Crouch, Fran Hermanson, John Johnson, Nick Kufus, Wade Lafferty, Kurt Mueller, Erin-Kae Rice, Tony Opheim, Sasi Pillay, Bill Rivers, Matt Skinner, Jeffrey Snell, Jacqueline Southwick, Lauren Wells

## AGENDA

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### Welcome/Introductions/Approval of May Minutes

*Sasi Pillay*

- Sasi had an update regarding A1, A3, A5. **ACTION:** Lauren to update the May minutes.
  - Erica moved to approve, group approves.

### Use of Agents in OBIEE

*Fran Hermanson, Nick Kufus*

- Fran updated that her group met with SFS and other constituents that are guardians of information.
- Fran reviewed document “Appropriate Use of Agents in OBIEE v3” (**attached with minutes**).
  - Fran asked the group to read through the document and provide feedback to her ([franherm@wsu.edu](mailto:franherm@wsu.edu))
  - Nick updated that this is similar to receiving reports from Data Warehouse.
    - Scheduled reports are sent to your inbox.
    - Individuals will not be able to create their own bursts.
    - We maintain and create for individuals, and reports are reviewed each year.
    - Target date for implementation: Fran said it is ready to go now.
      - They are looking for input to make sure everyone is okay with them proceeding.
      - Fran mentioned that because OBIEE includes financial aid data, anytime someone requests or asks for a report to be created, they need permission from Brian Dixon.
- **ACTION** (for all of ITSAC): Send comments to Fran within the next three weeks. She would like it in place at beginning of fall term.
  - Sasi moved to move this forward. He encouraged ITSAC members to let their constituents know and report back to Lauren Wells with a “yes” or “no” with changes proposed.

### Workflow electronic signature and automated routing manager needed for O365

*Greg Crouch*

- Greg presented from his write-up “Workflow E-Signatures and Automated Routing Manager for O365”.
  - Discussed Box Relay; Greg stressed the need for this and the impact this has on university functions.
    - Relay is an additional cost through Box and Sasi is waiting for the reps to provide a final number.
- Group discussed Adobe licensing and additional costs built on to various vendors’ offers.
  - Are we paying more in individual costs vs. the cost of the license itself just to have additional services added?
    - Authentication from a Workday perspective discussed.
- Greg noted that whatever we choose, it needs to be a common tool.
  - DocuSign discussed.

- Bill B. noted that for e-signatures we need to find out if we need to meet the more stringent requirements for this process.
  - **ACTION** (Greg N): Procurement Subcommittee may be a good place for this to land. This subcommittee should look at:
    - Technical needs/requirements.
    - Infrastructure piece.
    - Look at ways to bring these licenses across all of WSU instead of parts and pieces.
- **ACTION**: Sasi proposed starting another working group to discuss.
  - Sasi asked Greg Crouch to put together a plan of action (charter) and present to ITSAC at the next meeting.
  - Sasi encouraged someone from Tom Ambrosi's team to be on this committee.

## **MATLAB**

*Sasi Pillay*

- Waiting on two more signatures, then we should have this license operational by this school year.
  - Aaron B. asked about how the costs were obtained, as their costs are well above what they paid last year.
    - Sasi and Aaron will meet separately to discuss with Martin.
    - Greg C. asked what the chances are that faculty could write this into their syllabi?
      - Sasi responded that he still wants to move forward no later than the first week in August.
    - Tony Burt asked what modules it will include.
      - **ACTION**: Sasi to send out a list of modules (Tony and Aaron requested).
        - Sasi asked Tony B. to let him know immediately if there are any gaps and we should be able to negotiate.
        - Once this decision is made, Greg C. asked that a university announcement be made as well as a direct announcement to ITSAC.

## **File Services/Box**

*Bill Bonner, Sasi Pillay*

- The original proposal was to put together basic requirements for file services that would be on-premises.
  - That document has been put together, and is going to ATOs and Student Solutions for feedback. After their approval, Bill hopes to move forward.
- Project moving forward for working with Amazon for regulated data.
  - Amazon will be onsite next week. If interested in attending, contact Bill B. and he will forward out the calendar invitation. The meeting is set for Wednesday, July 18, 1:30-4:30 pm.
    - Two engineers from Amazon will do a deep dive of what specific services and matrices will be available.
- Bill discussed the expanding assessment of Box and looking at other similar programs such as OneDrive and SharePoint to find out if they can augment some services to fit our needs.
  - Cost breakdown from Box: base costs is \$100k. However, \$275k is the final total to bring up file services and storage to our needs. With Box, the governance locks it to be accessible only through the web, you can't download data—it that a deal breaker for the owners of those data sets?
  - Sasi asked Bill B. to reach out to others for trial runs of Box.
    - Bill noted that he would like to wait until the faculty on nine-month appointments return in August so that they also have a chance to assess.
      - If you are interested in evaluating Box, send a note to Bill ([bbonner@wsu.edu](mailto:bbonner@wsu.edu)) and copy Sasi ([sasi.k.pillay@wsu.edu](mailto:sasi.k.pillay@wsu.edu)). We want to collect interested parties and start evaluating. Open to anyone.
- Bill voiced concern on behalf of faculty/staff in CAHNRS who are vocal about security and how certain data is handled through myWSU.
  - Full banking details are currently shown on myWSU. Bill ask if WSU would change the availability of such data so that only the last 3 digits of an account are shown and discussed other data masking.
  - Mike updated that there is no project in the works right now for masking banking details, but the first step is to mitigate this through MFA and Okta in the fall.
  - Sasi noted that the best way to solve this issue is to make sure accounts are as protected as possible and utilizing MFA.
    - Bill B. noted that industry best practice is to mask this data.
  - Group discussed masking information in myWSU.

- Tom Ambrosi started a project with Mike's group—but it stalled because this will all be masked with Workday and prioritization with work.
  - Sasi suggested that spending time with MFA and protecting the account is a better use of resources than masking data.
  - Matt Skinner updated that now a person has to come directly to Payroll with picture ID to update/change a new direct deposit.
  - Group discussed turning off the entire page that shows their banking information—not possible due to logistics for off-campus employees and this solution doesn't enhance customer service.

## Survey

*Jacqueline Southwick, Sasi Pillay*

- No feedback has been provided to Jacqueline from ITSAC members.
- Sasi recommends moving forward and for ITSAC members to start filling out the Excel spreadsheet and send completed survey to Jacqueline ([jsouthwick@wsu.edu](mailto:jsouthwick@wsu.edu)).
  - If you have additional comments, send a note to Jacqueline by next ITSAC meeting (August 30<sup>th</sup>), but fill out first draft of the survey.
  - It was asked who is intended to fill out the survey?
    - Sasi asked for one submission from each area, and that an ITSAC member from each area should fill out the survey after consulting with their respective constituents.

## ERP Update

*Michael Corwin, Matthew Skinner*

- Matt presented his PowerPoint “Modernization Overview and Next Steps for ITSAC”.

## Subcommittee Updates

### Other items:

- John Schneider is no longer the representative for VCEA. Tony Burt is now the representative for VCEA.
- Next meeting: methodology for having people transition on and off of ITSAC every few years.
- Sasi will work with Mike to send out a survey on identifying current mainframe applications.
- Erica Austin: Chatbot discussion. Brian Dixon and Mike Corwin have been working on ChatBot.
  - **ACTION**: Lauren to ask Erica if this should be an ongoing agenda item.
- **ACTION (for all of ITSAC)**: If you have critical services that need to remain operational during the winter closure on December 26,27,28, then email Bill Rivers ([bill.rivers@wsu.edu](mailto:bill.rivers@wsu.edu)) so that he can build this into a plan to keep them up.