

WSU ITSAC MEETING – MINUTES - APPROVED

MEETING INFORMATION

Date: October 25, 2018
Time: 3:00 – 5:00 PM
Location: Pullman: Todd 575, Everett: TBD; Tri-Cities: Floyd 260; Vancouver: VCL 219B; Spokane: SAC 401A. The dial up number for all sites for this event is 777096. If you are attending by phone, please call (509-358-7935 or 8-7935, then enter the meeting id when prompted 7096.

MINUTES

1. **Welcome/Introductions/Approval of 09.13.2018 Minutes – APPROVED** with correction of agenda item:
 - o Other – Chatbot - Michael Corwin and Brian Dixon
Appoint Michael Corwin and Erika Austin as co-chairs.

Sasi Pillay

2. **Kaspersky Antivirus and Internet Security Protection Software**

Sasi Pillay

- Kaspersky – Federal government requires we will pull Kaspersky tools. We have received permission from President’s Cabinet to issue a university wide letter which Sasi will send out. We have a 30 day transition period to stop using this tool.

3. **Videoconferencing Space – scheduling, space utilization, summary and next steps (attachment 1 – Videoconferencing Space)**

Bill Bonner, Bryan Valley

- Bill Bonner introduced Suzanne Lambeth, Assistant Registrar.
- Bill’s quest to resolve the availability of vc classroom space is receiving assistance from the registrar’s office to help untangle the issues.
- Report from Melissa Wing, Scheduling Coordinator, registrar’s office, is that every day during busy hours there is a shortage of classroom space. 25Live is an upgrade and has capabilities that we are not using. Next step is to use 25Live for both room and AMS request forms effective within the next month. General university classrooms only, not departmental space. The program has this capability, but resources are not available for this huge undertaking.
- Michael Corwin reported that this was a vendor technology migration not a capability or functionality decision. Migrated from one platform to another.
- Sasi presented to Provost Council and President’s Cabinet. We do not have the funds to upgrade all rooms. Some rooms would be upgraded but some would necessarily be decommissioned.
- Sheree Collins, AMS Scheduling Program Coordinator, Online Administration, reported that every video conference along with general university classrooms, as of July 1, 2018, are entered into 25Live. All rooms scheduled for instruction are scheduled thru 25Live except extension centers.
- Bryan Valley reported that in 25Live there are 368 rooms registered.
- Bill Bonner stated that decommissioning spaces is his concern. What can we do to be sure we have enough space for student instruction?
- Sasi – intention is to get all scheduling into 25Live in a multi-year plan. President and Provost offices will finance upgrading some environments. Infrastructure, end point, balance with expanding schedules and reliable connections to all students in all places are considerations.
- Work with Dave Cillay, Bryan Valley and team to look at the process and put together a rough order of magnitude budget and plan to present to the President and Provost.
- Sasi – concept paper charged to Bryan Valley and Jon Manwaring a rough estimate of the cost required. ITSAC will be reviewing standards. When standards are drafted by the sub-committee, it will come to ITSAC for consideration. Grow distance education with high standards and quality experiences.
- Sasi – Meeting to be scheduled, including: Sasi, Dave Cillay, Bryan Valley, Jon Manwaring and Bill Bonner. Anyone else who wants to participate can notify Sue to be included in meeting.

- Bryan Valley and Jon Manwaring have a framework ready for feedback and will be included in next ITSAC agenda. Big piece is finding the right level of standards that meet student needs without overreaching.

4. Constituent Concerns – follow-up

Bill Bonner

- CAHNRS reported that they are not getting the tech support needed for grants and awards and asked for a dashboard which Mike Corwin's team delivered. Amanda Taylor has been amazing to work with. Greg Neunherz seconds this statement around Carson College's dashboard.
- Challenges:
 - 2 awards concerned about ETC. WSU is listed as failing. We submitted requests to clear the route between us and the peer institutions. Configuring networks for highspeed networks (WSU work on network was completed last night) the results will be presented at conference.
 - At Supercomputing conference, we are failing.
 - The team required on this does not exist at WSU.
- Tony Opheim reports ITS was not aware of the requirement until we already failed. We need to know up front the reasonable expectations and these things can be handled ahead of time.

5. Scantron Replacement – (attachment 3 – Scantron Replacement Issue Paper)

Christopher Coons

- Working group, including faculty, have come to a recommendation. Crowdmark and Akindi are both in use at WSU and appear to be viable platforms.
- Crowdmark, due to its ability to handle multiple-choice questions, short answer and it's favorable pricing, appears to be the service to move forward with.
- Requires departmental investment in printing & scanning equipment capable of handling the anticipated volume of the department.
- Chemistry and Math have been users of this system and can provide information regarding equipment and staffing required to support specific needs to help form a baseline. Matt Hudelson reports Math has been using Croudmark for several years. Greg Crouch and Chuck Moore in math spearheaded and should help with plans and transitions.
- Erica Austin suggests this item should be presented first to associate deans.
- Tony Opheim reports that in 2015, WSU Pullman usage was 214,000 sheets per year.
- Greg Neunherz – have we contrasted what we are billing departments now and what this cost will be to help understand the cost ramifications?
- Christopher Coons will provide the full cost of Crowdmark, including infrastructure, labor, on top of software.
- Sasi – RFP process (60 days). Communication and migration plan needs to be provided. Each department will be on separate time frames where necessary.

6. President Appointed Accessible Technology Task Force

Sasi Pillay

- Some work was done by Stephen Locker before he left.
- A spread sheet was sent out that we will resend. Please fill out and return.
- Wendy Steele will be invited to attend the next ITSAC meeting for discussion.

7. AWS Update and Data Handling Needs – (attachment 2 – Data Handling Needs)

Bill Bonner

- CAHNRS is currently partnering with Spokane IT, the IT Security Team, and the College of Medicine to introduce new technological capabilities that will streamline data handling requirements at WSU. However, the current initiative, while addressing acute contractual needs, falls short of delivering all institutional capabilities necessary to grow WSU as a research institution. WSU needs additional investment in training, the creation of documentation templates and processes, and auditing to fully support the growing data security needs of the institution.
- Sasi has talked with the President, Provost and Christopher Keane and would like to see a split funding option – central dollars for the infrastructure similar to Kamiak model.
- Tony Opheim - Spokane is very motivated and willing to contribute to the costs. 20 people will attend AWS class next week.

- Sasi will draft a letter with Christopher Keane to contact appropriate deans for their support and contribution and will cc appropriate ITSAC members. Bill Bonner will email Sasi a paragraph to be included regarding research necessities.
- Greg Neunherz – Microsoft Azure– we need a similar conversation around this topic. We should put this back on the radar.
- Tony Opheim – Microsoft Azure and AWS are equal in importance as service offerings.
- Sasi and Dawn Barnard will work on cloud procurement with multiple awardees. We can keep competition alive for each work order.

8. OKTA

Tom Ambrosi, Michael Corwin

- Tom Ambrosi – purchased OKTA initial roll out in PeopleSoft and Workday. Purchased licensing for more, working for scoping process and architecture. Working with OKTA and looking at password reset tools.
- Mike Corwin – meeting with ITSAC members discussing how the architecture might work. Make sure single sign on works for our applications. Preliminary findings phase. Must have it ready for Workday. Out this summer for PeopleSoft.
- Sasi - Long term goal - everything behind MFA including every service with single vetted identity. Hope to reduce compromised accounts.
- Juan Zavala – Foundation to be included in this conversation specifically around the architecture.
- Mike Corwin will have the team reach out to those interested in the conversation.
- President promised IT assessment for the institution.
- Contracting with risk assessment vendor, CyberRisk, for each central IT function at each of the campuses as well as the larger colleges and areas to happen sometime after the first of year.
- Funding package includes original assessment, risk and compliance tools and HIPAA assessment.
- Internal audit is conducting HIPAA readiness assessment. We are looking at CyberRisk to conduct a HIPAA readiness assessment focused primarily on the Spokane campus.

Other:

1. Sasi - IT services spreadsheet was sent out by Jacqueline Southwick, IT, and will be resent. Please fill out and return before next meeting.
2. K.D. Joshi – institutional license for site licenses for Tableau? Priority is courses and data analytics.
 - Greg Neunherz – has some initial information on a cost comparison between Tableau and Power BI and will surface the numbers.
 - Juan Zavala – University of Washington has worked out an agreement with Tableau. Microsoft Power BI is less expensive but may not work for everybody.
 - Dawn Barnard will be asked to look at UW contract.
3. Tony Opheim – the State has signed third year for the Zoom licensing. WSU pro licenses total 1,006 at no charge for 1 year. Thank you to Matthew Vaughn for volunteering to lead the group to come up with some rules of engagement for how to distribute and manage the licenses. In the spring, we will ask for permanent funding.
 - Requests for pro license should be sent to Bryan Valley.
 - Scheduling responsibilities require one of the 1,006 pro licenses. Users do not need a license.
 - Juan Zavala – question if a business unit (Foundation) wants to buy in at the discount rate? He volunteers to be on the committee. Fits well with OKTA.
 - Tony Opheim – will reach out to Zoom what that buy-in looks like? What is the process, vehicle and cost and room connectors?
4. Bill Bonner - Are we addressing ITSAC projects that are strategic? Put together a strategic plan to a cohesive vector.
 - Sasi – ITSAC works at a strategic level but tactical issues are brought forward to understand the nature of the problem and to whether or not we want to work on it. This group is for identifying issues that may need resolution.
 - Greg Neunherz – committees are demanding increasing amount of time of members. Be strategic on which problems we address.
 - Bill Bonner – agrees that members get drafted into many of these committees.
5. Sasi - encourages all to attend the Cyber Security Seminar next year.