

WSU ITSAC MEETING - Minutes

MEETING INFORMATION

Date: September 12, 2019
Time: 1:00pm – 3:00pm
Location: Pullman: Todd 575, Zoom 811609079

MINUTES

1. Welcome/Introductions/Approval of 06.20.19 minutes - APPROVED

Sasi Pillay

2. Email changes (Topic Brief attached)

Dan Hamilton, Tom Ambrosi

Purpose: Discuss plans on email changes and impacts

Outcome: Decide on plans for implementation

- Proofpoint protection services discussion – capabilities, what we have and have not enabled – add to the next ITSAC meeting agenda
- White and black list issues
- DMARC for wsu.edu domain
 - Subcommittee will be organized
 - Discussion regarding data ownership, data sharing, county extension agreements and exception policies

3. Teams pilot

Dan Hamilton

Purpose: Present plans on Teams

Outcome: Identify pilot users

- Teams will be rolled out no later than January 2020
 - Currently, we have a 3-month pilot going with ten areas participating
 - ASWSU Global is on-board with Teams
 - Teams will work in conjunction with Zoom. SKYPE will not be used.
 - Stakeholders will be contacted to meet, concerning specifics

4. IT State Project and reclassification process overview

Bonnie Dennler, Employment Services Manager, WSU HRS

Purpose: Present reclassification overview/current information related to the recent implementation of the state IT project

Outcome: Address concerns and answer generic questions

- Initial project framework was initiated in 2014 and became effective July 1, 2019
- HRS mapped and re-classified the positions, based on position descriptions
- State mandated required qualifications are gone. Hiring departments are now responsible for identifying the required qualifications for a specific position.
- Addressing specific AP salary compression is each areas responsibility
 - Evaluate salary, CS structure mapping, AP to CS financial impact, annual leave accruals, and other details

Questions and discussions:

- Areas appreciate the assistance received from HRS
- There is a general idea in the community that applying to CS positions is 'moving down'. It is difficult to communicate the new structure.
- Reclassification initiated by management - department will have to pay the AP compression differentials
- Sasi recommends that areas proactively address AP compression

- Employee requested reversion - employees have the right to request moving back to CS from AP as an employee requested reversion. This reversion would go back to highest position prior.
- Areas are looking for coordination and guidance from the central organization to eliminate inequalities and budget issues so that changes are fair and equitable
- ITS identified eight APs with the most egregious cases. Working with HRS, the positions were mapped, and conversations were held with the individual employees, talking pros and cons. Of the eight employees, seven have agreed to be moved to CS. We backdated these conversions to July 1, 2019.
- CS does not necessarily mean overtime eligible
- A perceived AP prestige has affected the view of CS as less desirable than AP. ITSAC members can help influence that perception.
- Job description writing quality is responsible for the mapping and may or may not truly reflect the job responsibilities. More standard job descriptions would be helpful.
- What motivation does a unit have to proceed? The budget of the department is negatively impacting AP compression.
- As of July 1, 2019, all PD and classifications are out there and available. The state put no requirements for qualifications. The new classification is based on the scope of the position. We are evaluating the position requirements rather than the applicant's qualification
- Employees who disagree with their classification can go through an appeal process
- If an employee's duties have changed or may not have been initially submitted accurately, management can request an HRS review
- AP to CS – HRS thoughts on Federal and State issue exempt and not-exempt and how will this impact this process? The threshold is \$80,000. Currently, L&I is asking for responses and comments, and reviewing the impact.
- Talk to your HRS partner with specific questions, concerns or issues. Bonnie is happy to sit in on any of these conversations as needed.
- Sasi publicly thanked Bonnie and the HRS team for the assistance received
- Feel free to contact Dawn Barnard to get further information on the process ITS has followed

5. Accessibility update

Sasi Pillay

Purpose: Present the current plans

Outcome: Obtain feedback

- Analysis and position/issue paper, once completed, will be taken to the President and see what the funding strategy looks like
- Engage vendors, using sample cases and mitigation strategies
- Eventually, we will participate in online training and will provide training
- Bill Bonner will forward concerns to Sasi. Concerns regarding how the conversations has evolved over time. Language coming out of the conversation with marketing and communications creating a lot of challenges around the topic of accessibility. Going forward, our message strategy will be critical. Disciplinary actions are hanging over the heads which is not acceptable.
- Send input relating to this topic and if you want to participate in the pilot to Sasi and Wendy Steele.
- Sub-group advisory council will be set up to include major stake-holders. Contact Sasi and Wendy if you want to be a part of the group.

6. MFA for myWSU

Tom Ambrosi

Purpose: Discuss options for Persistence and timeline for other services

Outcome: Recommend value on Persistence

- MFA for myWSU
 - Implement MFA initially – a 24-hour persistence
 - In December, configure for myWSU only and a 24-hour persistence initially enrolled in MFA
 - Other applications will be migrated to MFA before July 2020
 - In conjunction with Workday, we hope to go live with the 9-hour persistence
 - Contact Todd Weston with scenarios, and questions. Talking points will be communicated and conversations will transpire with specific user cases and applications.

- BYOD policy will be distributed, and comments should be sent to Tom Ambrosi for discussion at next ISAC meeting
- End-user support groups can go to a sample MFA application at mfa.it.wsu.edu and log in to assist the transition. Staff should be very familiar with the process of registering devices. This will be very critical. Enable all groups. Send users and their NIDS to so they can be enabled to use this sample app.

7. DocuSign

Greg Crouch

Purpose: Present plans on DocuSign

Outcome: Identify pilot users

- WSU Faculty Senate paid for a 1,000-envelope pilot test of DocuSign. Faculty Senate will use 50.
- How will we fund this going forward?
- Who wants on, Scope, and cost recovery are what we need to consider
- ITS administering and managing the admin portal

8. Crowdmark

Greg Crouch

Purpose: Discuss the current implementation

Outcome: Identify users who can transition from Scantron

- Math and chemistry has an open license and is working on communication to Scantron user group to join this pilot test at no cost
- We have faculty willing to teach Crowdmark
- This license expires at the end of December 2019
- Greg Crouch will forward Crowdmark information to the Greg Neunherz and ITSAC Procurement Committee

9. Building Bridges Conference

Sasi Pillay

Purpose: Information sharing

Outcome: Identify volunteer support

- Working with WHETC (Washington Higher Education Technology Consortium) and will include all higher-ed institutions in the state of Washington
- WSU's Conference Management group is assisting with planning the conference
- One-and-a-half-day event to be held in Spokane, WA either August or September 2020
- IT in higher education – with topics such as cyber security and student success
- Volunteer for certain subject areas by contacting Sasi

10. Sub-Committee updates

- i. Greg Neunherz, Procurement Sub-Committee:
 - Procurement – we need to have a mechanism / policy for click-throughs. People are getting stuff installed and have access to preferred sights.
 - Policy / recommendation documents exist but are not followed
 - List of users, reviews and approvals on apps for a purchasing and ITS security standpoint
 - Software packages are bought and used at WSU which are being used but may not be approved
 - Buy-rule for software
 - Sasi will look into this issue