MEETING INFORMATION

Date: November 21, 2019  
Time: 1:00pm – 3:00pm  
Location: Pullman: Todd 575, Zoom 609588512

MINUTES

1. Welcome/Introductions/Approval of 10.10.19 minutes - APPROVED  
   Sasi Pillay

2. Gartner ExP Research Briefing, Terri-Lynn Thayer, VP, Team Manager  
   Sasi Pillay
   - December 10, 2019, time and location to be decided  
   - 3rd party assessment of how technology is impacting higher-ed

3. Chatbot demonstration  
   Anden Lewis
   - Ask Butch Watson Assistant soft launch was 10.17.19 and is currently capable of 289 responses  
   - Built for expansion with daily Chatbot monitoring and improvements  
   - Goal is to automate Chatbot learning and add to myWSU in 2020  
   - Ask Butch was demonstrated by Anden using various questions  
   - This Chatbot will assist the end-user as well as the administration of IT services  
   - Other departments, units and campuses will be incorporated in the future

4. WSU Information Security Policy, Executive Policy #37 - (2 attachments)  
   Tom Ambrosi
   - Executive Policy #37 aligned with State Standards including added privacy and extended definitions  
   - EP18 is a total rewrite based on state standards  
   - Discussion will continue at next meeting  
   - Please send comments to Tom Ambrosi

5. Information Security & Compliance Subcommittee charter - (attachment)  
   Tom Ambrosi
   - 15 members on the subcommittee

6. Mobile Device Management - (2 attachments)  
   Tom Ambrosi
   - AG’s office made a several edits  
   - Interim policy is effective 07.01.20  
   - ITSAC sub-group will work on compliance issues  
   - Send comments to Tom Ambrosi  
   - Will go through sub-committee and ITSAC before sending to cabinet

7. MFA language on use of personally owned devices  
   Tom Ambrosi
   - EP#4 will be reviewed  
   - Send additional comments to Tom Ambrosi  
   - ITS has begun sending the message out defining the multiple options for MFA  
   - Send comments to Sasi Pillay regarding the message verbiage

8. Interactive log-on message (attachment)  
   Tony Opheim, Bill Rivers
   - The log-on banner is notifying user that they are about to log on to a restricted network  
   - Tonight, we will be pushing this out to ITS
• Pops up prior to log-in and not intrusive after initial log-in
• Push out through the domain before Christmas break if possible but not December 19, as MFA starts that day
• There is an exception process that will be looked at on a case to case basis
  • Contact Tony Opheim’s team for individual exception needs
• This message has been approved by the AG’s office
• AD connected devices are the only ones included in this procedure

9. Building Bridges Conference
   Sasi Pillay
   • The date has not been set, possibly August 6 & 7 or September 3 & 4

10. Cybersecurity Awareness Training (attachment)
    Sasi Pillay
    • The list of modules recommended for the cabinet was shared with group

Other:

11. Audits findings
    Sasi Pillay
    Audit findings have been put into five groups:
    1. Aging technology & infrastructure
    2. Governance
    3. Inadequate resources
    4. Policy development
    5. Audit findings that can be closed by ITS