

WSU ITSAC MEETING - Minutes - APPROVED

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