

WSU ITSAC MEETING - Minutes - approved

MEETING INFORMATION

Date: March 26, 2020
Time: 1:00pm – 3:00pm
Location: Zoom 439466318

1. Welcome/Introductions/Review and approval of 03.05.20 minutes - APPROVED

Sasi Pillay

2. Policy review and approval (attachments)

Tom Ambrosi

- a. Defined roles and definitions will be added to the verbiage of these policies and then these policies will be voted on by ITSAC for approval
- b. Business use cases that are or are not being met will be addressed
- c. Explore end-notes for comment and edit history
- d. Follow-up and remediation are going to be important after the policies are updated
- e. Eventually, a Teams sight will be set up to hold these policies and provide for comments
- f. Intermediate metrics will be made to gauge collective progress between when policy is published and when an approximate 1-year review is done

- **EP37, WSU Information Security Policy:** *Approved at the March 5th mtg. Made some minor changes, nothing substantive.*
- **EP8, University Data Policies Update:** *Updated for review/approval at the April 23 ITSAC meeting.*
- **(BPPM) Account, Identity, & Authentication Management Policy (Replacing EP18):** *Updated for review/approval at April 23 ITSAC meeting.*
- **WSU Owned Devices & Personally Owned Devices:** *The original draft of the Mobile Device Management Policy has been broken into two separate policies.*

3. COVID-19

Sasi Pillay, Tony Opheim

- ITS COOP will be published on our website, sent to all employees, ITSAC members, CIO Council members and posted on our employee team site
- ITS Building has been shut down to only essential personnel or necessary visitors
- Bryan Valley is happy to share their plan, initiated by WSU Spokane, with any who request it
- AOI has worked hard to ensure on-line learning is working well in all areas
- Nearly 100% remote employees and online instruction reported by most all units/campuses
- Wireless slowdown has caused some limitations
- Tony shared link and will ask all of us along with others to participate in the survey as DSL based service has been less than marginal. Dollars will be coming available to help with this broadband issue, so make your voice heard. Bandwidth is a nationwide issue that is drastic.
 - a. Take the test
 - b. Take survey to submit your data results
 - c. <http://broadband.wa.gov>
- We are working with K-20 statewide to address financial limits to our networks
- We are making sure that students, returning to the dorms, have the capabilities required
- Updating network definitions as required
- Only 2 reasons to look at disaggregated data: trouble shooting a service disruption or outage, response to an audit or investigation

4. Zoom Health

Sasi Pillay, Tony Opheim, Bryan Valley

- Reduced the maximum amount of bandwidth a single Zoom can receive
- A BAA has been put into place that is Zoom HIPPA compliant
- Michael Case reports that ASIS has developed a set of guidelines that will be shared with Tom Ambrosi for consideration at a state-wide level.

5. Configuration for Softphones

Tony Opheim

- We are optimizing manual process that requires ½ - 1 hour of configuration to convert to Softphone
- Be specific when requesting Softphone as far as IOS, Android, Mac, PC, etc.

6. Preparing for a steady state

Tony Opheim

- We are implementing a secure AWS based BDI solution
- Work with Bill Bonner for specific needs. Bill has open office hours every Tuesday, from 2:00-4:00pm. He will work with you for any kind of cloud questions or conversations. As progress is made, it will be shared with the university community.
- Please jointly, through technology, consider possible solutions regarding the following issues:
 - a. Help Faculty to stop requiring students to come on premise for computer labs, etc.
 - b. Faculty are still using general university classrooms (GUCs)
 - c. Faculty are still requiring students to print and physically turn in home work
- Sasi will talk with the Provost regarding computer labs on WSU campuses remaining open and whether we can open up the Chrome Book loaner program to Faculty. We have delivered 100 out of the 200 of the available Chrome Books.

7. Zoom policy for security controls (Zoom bombing)

Bryan Valley

- Two options available:
 1. Requiring pin on meeting
 2. Lock down the ability to screen share (screen share can be allowed during mtg)
- Looking into basic authentication piece without throwing work into Zoom meetings right now
- At the organization level, a setting can be initiated that only allows in participants who are wsu.us. authenticated accounts. Without the authentication, the guest enters into the waiting room.
- These limits are user constraining and could be complicated for individual users
- A group will be put together to make up a proposal as to how these controls can be put into use. Proposal and actions to include: impact and strategizing process, outcome and communication.

8. CougNet

Tony Opheim

- Current first-time cost + recurring costs, not an option at this time
- When we get our time back, we will be discussing how a shared set of infrastructures can be used without incurring the sole expense

9. Parking-lot services

Sasi Pillay

- Contact Sue if you would like to assist with options and planning. This group may include Sasi Pillay, Tony Opheim, Michael Case, Kevin Imel, Michael Stamper and Bryan Valley

10. Other:

a. Blackboard failure of 03.25.20

Greg Neunherz

- Blackboard failure yesterday has caused Faculty to be nervous
- Christopher Coons reports that there are no new updates, waiting for cause analysis which may take a couple of days.

Next ITSAC meeting - April 23, 2020 | 1pm - 3pm | Zoom only