

WSU ITSAC MEETING - Minutes - approved

MEETING INFORMATION

Date: April 22, 2021
Time: 1:00pm – 3:00pm
Location: Zoom

1. Welcome and Approval of 03.25.21 minutes

Sasi Pillay

2. Subgroup & member updates

a) Site Licenses

Greg Neunherz

- The working group will email draft with compiled data to ITSAC members within the next 2 weeks. Data includes software titles and their costs as well as cost per area, etc.
- Site license presentation, followed by discussion, will be on the agenda for the next ITSAC meeting
- The working group will consider all input before drafting an issue paper
- Questions were asked including how to identify hidden software and what will the process be to approve additions to the software list
- For final approval, Sasi will share the proposal with the Cabinet. If it is requested, the working group will present to the Cabinet.

b) Enterprise email legacy protocols, implementing Intune policy, demarc/decam protocols

- If you want to volunteer for these working groups, contact Bill Rivers or Tony Opheim

3. Remediation of service accounts (attachment)

Dan Hamilton

- a) Effort is underway to remediate accounts within the WSU active directory that do not have expiring passwords. The plan put forth starts with capturing the current policy these accounts live under and apply the legacy policy to all those accounts. A deadline of 12 months will be given for the accounts to be self-administered at which time the legacy policy would be disabled. Each area is to submit a remediation plan within 3 months of notification. Ticket system will be used to work with these accounts.
- b) A list of accounts and use cases that fall under this policy will be shared with ITSAC

4. Proposed password change request

Dan Hamilton

- a) ITSAC members will respond to Dan with suggestions
- b) Wayne Lafferty asks if Zoom control IPADs not onboarded to OKTA would be affected by this change. Dan replies that this would affect these end users. Please send in a ticket to have this corrected. Matthew Vaughn suggests we should get these devices into Intune to help alleviate these issues.
- c) Tony Burt suggests we schedule a technical meeting with all stakeholders to possibly come up with possible suggestions
- d) Tony will have the ITSAC infrastructure sub-committee take the initiative on this subject
- e) This item will be back on the ITSAC agenda next month

5. Use of Bookings

Tony Opheim, Greg Crouch, Darren-Michael Yocum

- a) Greg Crouch reported regarding the anticipated move away from EAB Navigate due to the expense of the service which is approximately \$250,000 for one year. Also noting that EAB Navigate met only a handful of identified needs with Bookings met 11 out of 12 identified needs.
- b) WSU Tri-Cities is already successfully using Bookings
- c) Tony noted that E3 license provides access to Bookings

- d) Darren-Michael reports that the project charter, sponsored by ITS, the Office of the Provost, and a wide array of stakeholders, will be ready by 04.30.21

6. Jira/Confluence licensing

Sasi Pillay, Dawn Barnard

- a) Cost of the software and integrations - annual cost has risen to close to \$62,000 per year
- b) Vet Med wanted additional licenses for JIRA ticketing. Raising up to this level is additional \$8,000 - \$10,000
- c) In 2024 we will have to run in the cloud, which will be required by the vendor. Enterprise-wide license will cost \$150,000 for the cloud version.
- d) This is on the site/enterprise site license list to be considered
- e) We do have approximately 2 years to consider this and will push ahead to attempt to have this service centrally funded
- f) Tony Burt and others suggests that there are many units who closed their unit's help desks to go to Jira and have had issues and are now possibly looking at additional charges
- g) Greg N. asks for the total cost now and upon renewal. There are too many people using Jira, so the discussion is around site licensing and costs and not an option to stop using Jira.
- h) Aaron Brumbaugh can not understand why the price is doubling at the time of moving to the cloud
- i) Continued discussion will be scheduled at a future meeting

7. Data Initiative

Sasi Pillay

- a) The data initiative steering committee will meet on 4.23.21 to review the 9 vendor proposals received. Interviews with top vendors will be held the first week of May with all vendor activity completed by fiscal year end.
- b) Timeline, process, and developments will be shared with ITSAC

8. Security awareness training

Tom Ambrosi

- a) Enterprise offerings from Proofpoint include 150 modules to choose from, however WSU insurance carrier is offering training modules free as included in the insurance packages
- b) Anyone who would like to look at these modules to evaluate the packages should contact Tom

9. Reduction in ITB printing pickup hours - no concerns from group

Jeremy Movius, Bill Rivers, Tony Opheim

- a) Printing volume is considerably less than in the past
- a) Proposal is to keep the printing available but limiting the office hours with target hours being Monday, Wednesday, Friday, from 8:00am - 10:00:am with implementation July 1, 2021
- b) In making this transition, the group will work with all stakeholders, including ESG and student accounts

10. Building Bridges 2021 Conference, August 2 - August 6, 2021

Michael Stamper, Sasi Pillay

- a) A week of activities via Zoom, including keynote addresses Monday through Wednesday and scheduled track sessions on Thursday and Friday. Some addresses and sessions will be recorded.
- b) Conference topics include academic technologies, accessibility, leadership, student success, cloud computing, cybersecurity, innovations during a global pandemic
- c) Conference is open to all and the committee hopes to have a minimum of 50 WSU employees attend
- d) WSU Conference Management/Professional Education, a division of AOI, is assisting the planning committee with this conference. Accessibility is being addressed and will be highlighted in several sessions. Wendy Steele is leading this important piece.
- e) The vendor community will be providing financial support for the conference. Delegates will be asked to attend vendor sessions in return for this support.
- f) If you are interested in being a presenter or have questions/suggestions, contact Sasi or Michael. Abstract submission website: <https://www.cvent.com/c/abstracts/fb38f92d-09c2-47c8-b4ff-a041abcbb796>
- g) Building Bridges 2021 website: <https://cvent.me/d4b72b>

11. Tableau or PowerBI

Greg Neunherz

- a) Site license data group will need data on Tableau: cost of Tableau, estimated at \$500,000 for an enterprise 3-year license, including implementation. There may also be support costs and AWS costs associated with Tableau. Training for Tableau was also purchased and is being attended by people across campus.
- b) Tableau discussion will be continued at the May ITSAC meeting

Next ITSAC meeting is May 27, 2021, 2:00pm - 3:30pm