

# WSU ITSAC MEETING - Minutes

## MEETING INFORMATION

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**Date:** August 27, 2020

**Time:** 1:00pm – 3:00pm

**Location:** <https://wsu.zoom.us/j/97680842552?pwd=cVM3eFBoUVEzbGN CemI5QTQ4WXhhdz09>

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### 1. Welcome and Approval of 07.23.20 minutes - APPROVED

*Sasi Pillay*

### 2. FIM/MIM Upgrade

*Todd Weston, Tom Ambrosi*

- Todd is working ITS Communications team to get out the first several communications
- To begin on September 12 and be completed by the September 20
- Specific services will be out at certain / different times
- Most critical outages will be done over the weekend, possibly spilling over into Mondays
- Team is working with Justin Hughes and Karl Riley collecting data for FIM data request. Data will be processed once update is complete.
- Information will be on the ITS website
- ITSAC members are encouraged to discuss this change with their respective areas and to help in identifying use-cases
- Users are functional admins or technical staff

### 3. Current Cybersecurity Threats

*Tom Ambrosi*

- With everything shifting to online, we need to look at how has our threat landscape changed
- Tom will have an in-depth report next ITSAC meeting
- Regarding the email fraud - a problematic one has been targeting students currently
- Submit any abuse to [abuse.wsu.edu](mailto:abuse.wsu.edu)

### 4. Multifactor Authentication for Office 365

*Dan Hamilton, Tony Opheim*

- Pushing hard for a small window towards the end of October, possibly the October 29
- Craig Parks asked that if we delay this, he would work with ITS Communication Team to facilitate a strong communication channel from the Provost Office to student affairs and faculty
- The President and the Provost offices will make note of the date and will send out communication in support of the change
- To help understand what the outstanding problems might be, Dan Hamilton has added a column to the spread sheet to identify affiliation
- Please take the list seriously and help make sure that the list approaches zero outstanding problems
- The list is basically a list of network IDs with an updated list coming out soon
- There was a question regarding false positives and the search routine, particularly those users in MAM

### 5. Virtual Labs & Desktops

*Bill Bonner, Tony Opheim*

- ITS is in the final stages of testing our pilot VDI environment in support of ESG and workday training.
- We are able, now, to start work on and defining VDI for students within AWS
- Who wants to join in on this? The basic VDI image is basic Window10, a couple of browsers, Office
- For students we must start with an endless supply of applications. What are the boundaries and what is the scope?
- The goal is building a solution up to 40,000 users, perhaps even concurrently
- We are working with different units on pre-made/engineered AWS environments

- We are currently working with a training different IT staff
- The tools and training are easy to use, and Bill Bonner has open office hours
- Bill Bonner will share the data table with the group
- ATO meeting questions was if you have an interest, go to Bill Bonner
- This is a pay per user solution
- We have the idea to offer another service in end-point management
- Regulated data environments:
  - Fundamental anchor is to create a virtual lab. The entire environment will all be in the cloud.
  - Sasi presented regulated data environment at the research council. We want to establish a governance council having Dan Nordquist co-chair a group along with an ITS member. If there are members of the ITSAC who would like to participate in this group, please reach out to Dan and cc: Sasi.
  - As this starts to grow, we need to be ready for audits, especially pertaining to research

## 6. Imaging Project Status

*Gunjan Sinha, Darren M Yocum*

- Testing has included all WSU campuses. We have had positive testing and are prepared to go live on September 11, 2020
- Migration / testing workplan included installation, configuration, set up of security, bring up services, transfer data, migrate database tables, test capture batch creation and release, image functionality, desktop integration, departmental scripts integration
- Super users assisted with testing
- Challenges have included: compressed timeline, technical team and users tied up with workday, AIS to imaging integrations replaced by Workday
- Success factors: received timely and coordinated response from all areas of IT, thorough targeted communication, support from ITS leadership
- The current imaging system started in 1999 and is heavily used
- We have 1,000 named users and over 10 million images and 40 million files in production
- Goal is to move from Linux to Windows, Oracle DB to SQL server
- By dropping Oracle on-prem contract we can save \$220,000 unbudgeted expenses
- IBM and Image Source were engaged for consultation. They reported that very few users have done this. They suggested to switch all applications to a windows platform.

## 7. Status on Site Licenses

*Greg Neunherz, Dawn Barnard*

- SPSS:
  - Nearly complete. There are a very few units who have not provided their payment (next two years payment).
  - ATOs can work with Diana Keithley, ITS, to get the licenses they need
  - Currently discussing with SPSS to better understand if we can make this available on personal devices
- SASS: in support of instruction and research
  - Dawn's team is getting a 2-year quote from SASS
  - We can reach out to the areas early next week with a quote and with quick and efficient area response, we can wrap this up within a week's timeframe
  - Thank you to all the areas who assisted with the process and helped fund this project
- Matlab:
  - Just completed the 3<sup>rd</sup> year agreement
  - We have received funds from all areas
  - Next year, when we go to renew this contract, we will need to investigate budget model
  - Please let Dawn Barnard know if you want to be involved with this process

## 8. Loaner Laptop and Hotspot Programs

*Sasi Pillay*

- Student surveys show that the program is positive and should continue
- Both the President and Provost are in support of the program

- We ordered another 300 Chrome Books up to 500 and will order 300 additional for a total of 940
- We are looking at various ways to fund these as permanent services
- Hotspots are from Sprint, include unlimited data and are limited to student use

## 9. Subgroup & Member Updates

### *Members*

- *ATO Group / Greg Neunherz - **File Services***
  - Request consideration for file services from Central ITS