

# WSU ITSAC MEETING - Minutes - approved

## MEETING INFORMATION

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**Date:** November 19, 2020

**Time:** 1:30pm – 3:00pm

**Location:** <https://wsu.zoom.us/j/95150914494?pwd=bmQwNWxkeEc1WmIDY2tTWG91enRXZz09>

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### 1. Welcome and Approval of 10.13.20 minutes - APPROVED

*Sasi Pillay*

- Site Licenses
  - Greg Neunherz*
    - SAS and SPSS - Both are wrapped up and all units have paid and worked together flawlessly. Communication will go out shortly. We do need to start looking at a better solution going forward.
    - Matlab - Once we have the proposal from MathWorks and we look at our user list (which is approximately 54 users) we will discuss cost allocation. Tony Burt remarks that the cost should look at unit and usage.
    - Qualtrics - The total bill has gone up substantially and surprised many units. Guy Westhoff has scheduled a meeting at the end of the month which will give us time to take a closer look at better data and cost correlation.

### 2. Public Records Requests / Email / Record Retention / eDiscovery

*Joy Faerber (Procedures, Records & Forms) and Alicia Foth (Public Records Office)*

- Sasi summarized the public records concerns and expressed the need to assist with improving the process and providing assistance to those individuals or areas who are collecting information for public records requests.
- Please connect with Sasi if you are interested in participating in the working group tackling this issue
- Sasi spoke with the President's Office and asked for a partial FTE to work toward improving this process

### 3. Malwarebytes

*Tony Opheim*

- Tony thanks nearly 100% college support for Malwarebytes. Financing has been put together and Tony and his team met with Malwarebytes and discussed architecture with all concerns answered. The security team has reviewed it. It is anticipated that the contract will be executed tomorrow.
- We've secured funding for 1 year. The agreement requires 30 days' notice of termination so the institution needs to have a deadline of 60 days prior to termination of agreement so that we can plan a mechanism for funding. Greg Neunherz is suggesting that, as long as we find this beneficial, in 7 months we need to secure funding. It would be good to have central funding.
- The majority of the contributors agree that this license should be available to everybody
- License is for staff and faculty. No students or servers
- Tony will schedule a quick meeting next week with those involved so that we can get this deployed

### 4. Scantron

*Tony Opheim*

- Since the pandemic, scantron jobs processed is zero
- The current projected price per sheet cost will increase to 30 cents a sheet effective July 1, 2021
- Greg Crouch notes that Canvas does have great quiz tools, but we still have a lot to consider, working through needs. We must have a solution that is affordable and works well for academic units.
- The Provost's Office is discussing academic integrity and information can be found on their website
- Greg Neunherz points out that this is clearly a funding issue that needs to land in the Provost's Office. ITSAC should look at the product mix and work to surface duplications in services.

- Greg Crouch points out we need to have the Provost's office on board before we spend time working on data

## 5. Software Compliance / Device Management / Site License Management

*Tony Opheim, Kevin Imel*

- Regarding InTune, the sub-committee has developed a draft recommending adopting the InTune application management focusing on data and protection of data rather than device
- The proposal basically suggests that the university should standardize on InTune
- ITS needs to enable the Microsoft store allowing us to push out software to the devices and to continue to explore the device-management in InTune
- InTune MAM is ready to go at an enterprise level with the Grouper solution
- Discussion will be added to the next ITSAC agenda

## 6. Current Security Threats and Phishing emails

*Michael Walters*

- We are seeing Advanced Persistent Threats (APT), very sophisticated threat tactics and thread hijacking is being used to avoid sandboxing, making attribution difficult
- WSU still experiences a large number of email attacks compared to other colleges, state governments etc.
- 60% email threats are phishing threats over the last 30 days
- 67% email threats tend to be messages with URL while credential phishing numbers in the past 30 days was over 8,000
- Reach out to Michael Walters with questions or additional conversation around this topic
- The installation of Malwarebytes will not stop these numbers but will give us controls if the user falls victim. Malwarebytes should be able to prevent and detect working with remediation and removal.
- Sasi adds that we need to take a serious look at ransomware. He will ask Tom and his team to take a look at this, especially at this time, with the number of employees working remote.
- Sasi adds that our cyber liability insurance is up for renewal in March
- Sasi adds that we are discussing Cyber security with Proofpoint with training being considered, including approximately 170 available modules
- Greg Neunherz is pointing out that with units using one-drive, teams, etc. the community is looking for a file-service solution

## 7. Data Governance Council

*Sasi Pillay, Fran Hermanson*

- Sasi and Fran have another meeting scheduled to put together a Data Governance Council in working with the Office of the Provost, WSU Foundation and Workday
- Discussion around data integration, predictive analytics, dashboards, etc.
- Anyone interested in serving on the Council, please notify Sasi

## 8. Post MFA Implementation

*Tony Burt, Todd Weston, Dan Hamilton*

- Tony Burt sent an email to Sasi and Tony reporting that across all devices the outlook app uses some integrated native browser that is not tied to the operating system, launches a window, does the MFA authenticator, with security keys failing across the board. We are having multiple challenges per day. Also, the browser doesn't scale the message properly.
- This seems to be an OKTA issue
- The Microsoft app spawns a window for you waiting for you to enter credential, but the window expires, and you must close the window and wait for a new window to open. Todd points out this is a security issue and is common.
- Users are not happy and are spending quite a bit of time working on MFA
- Different apps are doing their own thing and asking for credentials
- Microsoft is using a scaled down version of Edge to do those pop-up windows. OKTA cannot modify something to allow that sub-set browser for FIDO keys to recognize. This will not be fixed in short order.
- All the factors that we offer for MFA are self-service and no cost and also high security

- OKTA query regarding 1) is Outlook and Fido an official incompatible issue? and 2) Why multiple applications don't single sign-on every time? Once determined, we can send out university-wide work arounds and detailed answers to make things work easier.
- Anyone in the group who wants to take part in testing shorter refresh cycles, let Todd know
- Erica Fleck is collecting information and organizing the data on all issues and how the change is impacting users.
- Tony Burt points out FIDO keys were not working in the mobile clients in Outlook and this was known at the beginning or as long ago as 3 or 4 months ago
- Greg Neunherz points out that many have had a negative experience. ATO team site has been created and an MFA channel will be added. We can set up ATOs for shortened time and other issues.
- On a positive note, Todd reports that we are deflecting thousands of attempts a day and have significantly reduced compromised accounts
- Sasi feels we need to provide timely feedback as to issues, solutions and things we are working on. He will work with Jacqueline Southwick on communication.
- Tony's suggestion is that we consider increasing the token length to lessen the impact for the users