

## **Minutes of the LMIS Committee for March 15, 2019**

Committee Members Present: Adam Smith, Kate Cohn, Jeremy Cucco, Andrew Gomez, Quentin Hubbard, David Latimer, Janet Marcavage

LMIS Committee chair, David Latimer, called the meeting to order at 8:05AM in TS 053.

With no changes, a motion was made to approve the 03/01/19 minutes. If there are any edits noticed following today's meeting, email David Latimer.

Today's agenda: Tech Service and Changes

Charge 6 from the senate:

*Clarify and publicize to faculty and academic staff the general policies and processes related to making changes in library and information systems as applies to the academic program.*

Latimer: Case studies was the approach for addressing this charge.

Cucco discussed two topics, I. Software and Hardware/Hacking Issues and II. Multimedia and related TS processes for implementation.

### **I. Software and Hardware, Hacking Issues**

Cucco discussed Two Factor Authentication, where one is asked to enter username and pw and a challenge response, i.e.: facial recognition (biometric).

This will eliminate some of the potential for accounts to be hijacked. It is imperfect and fosters a false sense of security. The attacks that have happened to our campus are not that savvy.

A multi-factor authentication (MFA) system is appealing because it will subvert most of the attacks that we have been subjected to.

First thing that TS wants to do:

Identify who stakeholders are in that process –ie: faculty, staff and/or students

Could implement MFA for only one population or segments thereof.

From a regulatory perspective, some populations are required to have this. CHWS is one such campus community that uses Duo. This is also used for PCI Compliance (credit cards).

Will establish a working group in order to establish a landscape of who is affected across campus.

Technical capabilities are a consideration in concert with this, before talking to larger campus community.

After identifying stakeholders, will reach out to them.

All campus communications, when there is a broad mailing list, elicits fewer responses. If communications go out to groups of individuals, there are more responses.

TS is about to reach out to stakeholders

Steps that follow:

1. Technical requirements are considered:

How will change impact those users?

What are the connections within the system?

2. Evaluation of Products

The determination doesn't take long, for example, TS can look at software already used in Higher Ed.

3. Reach out to vendors: Product specifications and demos – how does it meet our functional and technical requirements?

"RFP" Request for Proposal process – has a legal process, so we often do not use this. Did this with People Soft.

The phase of identifying functional requirements is where we are at right now; if it does not integrate with our system, it cannot be feasible.

TS is currently working with HR. Next will be registrar/student data. After that, TS will reach out to broader community to look at "how do you do your day-to-day job?" and consider how this will be affected.

Cucco will reach out to faculty chairs.

**Commented [1]:** removed today. This might have been an unclear statement on my part. It will be part of the plan of my DCIO who is yet to be hired.

Latimer asked, where is Duo in this space? Is Duo used with CHWS? Cucco answered yes, they need to use this MF authentication. By default, and due to requirements, we use this, but it is not the only solution.

We don't want to waste time. Lindsay Morris, Director of Project Management will work with system projects. We want to minimize impact on system. We want to address how system will change.

Hubbard ask about price. Cucco pointed out that there is the current price also well as cost and investment over time. Fees and escalation fees are considered, as well as cost savings and risk, i.e.: an example of risk is a data breach. We have confidential information with high costs related to each record. We have insurance but these costs of a breach are too high.

We have and follow a risk management plan with new technology. There is an annual risk management process.

Latimer asked, Is this a board level decision? Cucco responded No, yet the board has showed a great deal of support for data security. The board does not decide what specific purchases are made.

Cucco reports to board on what risks the university has. The high-likelihood risks bear a relationship with insurance.

Latimer asked, How considerate are you about the dinosaurs of technology, i.e.: people who do not receive texts? Cucco responded, As we began our evaluation, we recognize that not everybody has a phone that can receive texts or wants to receive texts. Michael Judd and Cucco have discussed this scenario of using tokens. There is cost associated with tokens.

Cucco recognizes that we may need to make accommodations, that can hopefully be identified through the evaluation process. At times things are missed.

Gomez shared that he uses Duo, and the authentication check, for another email account. He asked, if you don't have phone, do you have to physically have the token with you? Cucco responded yes. Cucco pointed out that some businesses push for users to use own authentication software.

Cucco shared that ultimately once we come up with the authentication process, we will come up with pilot and likely reach out to staff, faculty, ASUPS, and other bodies. Following this, evaluations will be made. There will be a certain success criteria to determine.

Gomez asked, Will there be a choice or mandatory participation? Cucco answered that the idea is that it will be mandatory. Questions that will be addressed include, What systems will the authentication be on, which not? TS will have to fix systems if they are not compatible. If not

vetted well, this will not be successful. Certain components of the system are likely to be mandatory.

Gomez asked, is there a push for TFA? This holds some skepticism. Cucco replied that the software helps but does not solve every problem; it is good to have healthy skepticism.

Gomez asked about the odds. Cucco replied that the questions to be asked are, Do we really want to invest in this? Is the community ready to buy in? Will it cause upset?

Two factor authentication is happening everywhere but do not want to have false sense of security. We still are not invulnerable to attacks. Thus, Cucco is pushing for cyber awareness training which has now been identified as mandatory training for faculty and staff.

## II. Multimedia

Cucco shared that we are looking at new media standards. When faculty approach the podium, there have been projector and hardware issues.

Smith shared issues with software updates when his class is right after someone else.

Cucco shared that they will analyze, evaluate, and deploy. There are some specific requirements, for example having to do with HDCP and copy protection; this removes ability to copy/illegally reproduce content from DVDs.

There have been copyright issues on campus where individuals have around digitized, saved, and uploaded films.

The equipment we use will have to have will meet regulatory standards and offer high def copy protection. Two companies that make equipment that we can use are Extron and Crestron. We will stay within the ecosystem of what we have, because people are used to it and have received extensive training on it.

TS has responded to individual people who have complained about equipment that doesn't work. They looked through tickets to see issues. One issue if projectors with lightbulbs. When a lightbulb burns out, it takes at least 20-30 minutes to deal with, if the light bulb is on hand. TS keeps common ones on hand.

Gomez asked if there is a projector warning about the bulb dying? Cucco answered no, the projector stops when the bulb is at safe maximal operating capacity. We are no longer purchasing bulb-based projectors. We are now using laser-based one; the laser never dies, but the projector will. This saves 2-3 minutes warm up time; there is no delay with laser type projectors.

TS is trying to go through and identify commonalities. Sometimes systems are out of sync – ie: a powering off message when the machine really isn't.

TS went to Extron and told them we need web-enabled products. TS can solve problems remotely, which saves time.

How do we decide which classrooms tech problems to solve? Cucco would like feedback now. There are 130 classrooms and can only make tech replacements for 10-12 classrooms a year. They are addressing classrooms with the most number of tickets. There are five times the number of tickets for classrooms in Jones.

Smith, asked, Why Jones? Cucco answered that the equipment is older.

He went on to say that around the tenth year of use with new equipment, it will become out of date. This can represent a continued challenge.

TS has worked with Extron on price per classroom to allow us to do more classrooms. They are working on the cost of actual hardware.

Gomez asked, What is the outreach to faculty? Communication can be difficult, yet this is something that will matter a great deal. It is important when faculty are requesting a classroom; it is important to know if technology will be successful. Cucco responded that the key is trying to socialize idea that we are looking at this. They are already working with Jones. As far as outreach in moving forward, TS will be reaching out to all faculty probably by way of faculty coms.

TS will reach out to faculty that use particular spaces. They will work with them to figure out the best time to schedule changes. TS will train individuals on how to use updated software and equipment.

Now TS is asking, what are the biggest classrooms that we can fix? For rooms with problems with newer tech, there may be some intermediary solutions. They will work with registrar because they know who works in what space.

Gomez offered the suggestion that if any change happens in a classroom, the info should go out to all faculty using that space, with support offered. Cucco admitted that TS previously failed in some issues on that; now this is part of procedure. TS reached out to faculty with a recent issue in Thomas Hall and offered support; some people came and some didn't. They offered other classrooms while changes were being made. In addition to offers for training, TS has videos available.

Marcavage shared that sometimes faculty do make the list of space-users that teach classes more rarely and may be less experienced.

Cohn asked, Is there software that can identify everyone using classroom? Cucco answered, Yes, there is.

TS wants faculty to walk into classrooms and they have commonalities, turn on equipment and it works. Cucco shared that the new procedure for TS will be to not change equipment until they have reached out to faculty.

Gomez shared that communication goes a long way.

Cucco shared that he would like the incoming Deputy CIO to take the lead in this communications role.

The technical specificity of content at today's meeting was brought up by Cohn. Marcavage will share a draft of these minutes, via Gdrive to Cucco to review before rest of committee.

The meeting was officially adjourned at 9:05AM.

For those who could stay, Cucco gave a demo of tech in TS 053.

Respectfully submitted, Janet Marcavage