

## LMIS Minutes, November 15th, 2019

Committee members present: Jeremy Cucco, Andrew Gomez, Matthew Link, Janet Marcavage, Adam Smith (chair), Mike Spivey, and Bryan Thines.

I. Meeting called to order by committee chair, Adam Smith at 11:03 AM.

II. The Nov. 1st LMIS meeting minutes, with minor corrections to be made, were approved.

III. Adam brought up whether or not we should request a change in the composition of this committee to the Faculty Senate. Jeremy responded that TS only has one ex-officio member on LMIS; however, upon review of the bylaws, it was recognized that TS does have 2 ex-officio members. We also need to make sure that faculty numbers are met.

A brief discussion ensued as to if we want to have more faculty to make sure that we meet our numbers.

Mike reviewed information from the bylaws. We are still unclear if this is necessary.

IV. Jeremy Cucco gave a presentation, sharing major TS projects and timelines associated with them, as well as some terms. The presentation is also located on the LMIS share drive and in appendix A following the minutes.

Major Projects:

A. Multifactor Authentication

- a. Minimal user-facing impact but will affect everyone, pilot security initiative.
- b. Usually pilots occur within TS, then smaller operating body.
- c. Potential Vendors:

Duo (recently acquired by Cisco) – need to use app on a phone, or there are increased charges. Not all staff and faculty use smart phones. The service can call and text you, but there is a charge for each transaction, or a hardware token may be used. This software is more dated than Okta.

Okta – single sign on portal provided. Sign in and links to most all university systems.

d. Looking at summer time for a trial roll out. Will happen soon, as it is a pressing need. The full rollout will likely push longer than one year. Prior to spring, it may be deployed for faculty.

## B. Google Suite

- a. Currently we do not have Google calendar or email (Gmail).
- b. Gsuite was initially deployed in a way that precludes this, so if we add this, we will need to reconfigure some components within GSuite which should not have much of a user impact. The previous email environment (Exchange) will be decommissioned or transitioned within the next few years. TS is in talks now to see if we can start using Calendar and Mail; team is exploring how both may be used in separate environments
- c. This pilots about a year from now. Roughly Mar 2022 for a decision point.
- d. Potential transition to Exchange. Requires server work.

## C. PeopleSoft (ERP)

- a. A cost and transition discussion is slated for 2021.
- b. Exploration of Oracle Cloud. Two outages this week with PeopleSoft, due to a break in their system.
- c. HR and regulatory updates come via Oracle.
- d. Oracle's new product line looks good and is more intuitive.
- e. We want to be ahead of the curve, not early adopters, to keep costs down; wish to make as budget friendly as possible.
- f. Already working with Oracle to set parallel environment.
- g. Exploration now from a cost perspective.
- h. Smart to build a parallel environment in 2024-2025 timeframe

### Related terms:

ERP enterprise resource planning tool – mostly HR and finance systems. Most systems are coupled now. PS is a monolithic system. Many systems are like this now.

Cloud – a fully managed environment. TS doesn't do updates and configurations. Don't have ability to manipulate. User layout updates are an adjustment. It is what is provided by the vendor.

#### D. Other TS Projects

- a. Sharepoint to Google Transition
- b. Switching infrastructure replacement (Cisco to Juniper)
- c. Wireless on-boarding (internet access on personal phone and tablets)

Looked at inter-campus internet access which is very expensive. TS can alternatively give instant access to guests on campus. Not worried about phone hacking; there is a low, yet possible risk.

d. Analytics and Data Warehouse initiative – Allows comparison of data. TS is in the process of building this out now. We won't hear about for a little while. IR is working to help with build-out; this improvement will help to make reports easier to read. This will allow for graphic representations of data.

- e. Classroom media upgrades and standardization

Welcome input on recently built and forthcoming classrooms. Podiums are very expensive; need ADA capability as well as other key requirements.

- f. Chromebook evaluation - Ben Janis is exploring; currently working purely on a Chromebook. He is determining viability of them on campus. Jeremy tried one and it was very easy to use. This is mostly targeted at workstudy computing, but there may be applicability to the broader community.

Matthew agreed; he replaced a MAC with a Chromebook. There is easily available access to accounts and integrations of drives. Learning curve took a few days. It is affordable and has a 10-hour battery. Lightweight. Matthew added that TS is not looking at it for replacing all other machines, but for shared computing or kiosks, or for students working mostly in Google environment. There are significant student requests for borrowing laptops. They are traditionally supported with small fleet of checkout models - \$1300 systems. For the cost of 1, we could have a fleet of 10. The setup and configuration takes minutes which lessens the tech support needed. This will likely meet student needs, yet does not fit all needs.

Adam inquired about Data-mining. Jeremy answered that it should be protected just as Gdrive is.

Andrew said that in his experience in UCLA, they needed to negotiate a separate agreement for privacy and data.

Jeremy said that Google rolled out new data protection, much due to what UCLA and other institutions negotiated with them.

Andrew wants to remind us of vigilance. Jeremy said that there is some protection through state and federal laws, but often only if we catch the issues.

Matthew shared that we do our best efforts to protect privacy, but it is difficult to be 100% perfect.

Andrew made a point that if we become a “Google campus”, it gets harder to move away from. He also raised students’ complaints about limited storage on Outlook.

Jeremy shared that TS always does a chart that address likelihood and impacts of risk. Worries about risks in the red zone of charts are the ones they are most concerned with.

Andrew asked about legal status privacy protection.

Jeremy stated that PII refers to high risk things like Social security number and legal status. Who has the ability to look at the data? An engineer perhaps, which is different from the State Department. The capability for government to determine legal status through email is not there. They can look at demographics of data; the data about the data, but not the content.

Open internet traffic companies such as Dropbox and Microsoft do have lawsuits about privacy issues.

#### g. Continuity of Operations

The university is at risk for tsunamis, earthquakes, and volcanoes, as well as blizzards due to climate change. We cannot afford to close our doors for a length of time. Tulane University, for example, had to close for a long period. We need a data center backup and care and maintenance. This is one benefit of laptops vs. desktops

#### h. Risk Assessment

This includes:

Are servers patched?

Continuity plan

Are Updates done?

Many other items

#### i. System Auditing

TS is addressing the need for regular system audits on regular security vulnerabilities. For example, individuals who have visiting status which includes visiting professors or contractors. Many haven't been given an end date for access to systems. Another example, certain people have passwords that never expire; this makes us vulnerable to hacks.

Jeremy then solicited questions about the things that is TS is working on.

Adam wants a back button (PeopleSoft). He can't work on multiple PS pages when advising students. Small changes are needed to make the environment better.

Jeremy replied that data is query-based in this system, which is why the back-button cannot be used; it will need to cache it again. You can do separate windows if you need to do a comparison, which does take more time.

Jeremy shared that the new Oracle Cloud system starts with the student side, whereas what we currently have came from use for business.

They are making the systems one size fits all and academic institutions vary, but at least can make it can be made right for our industry.

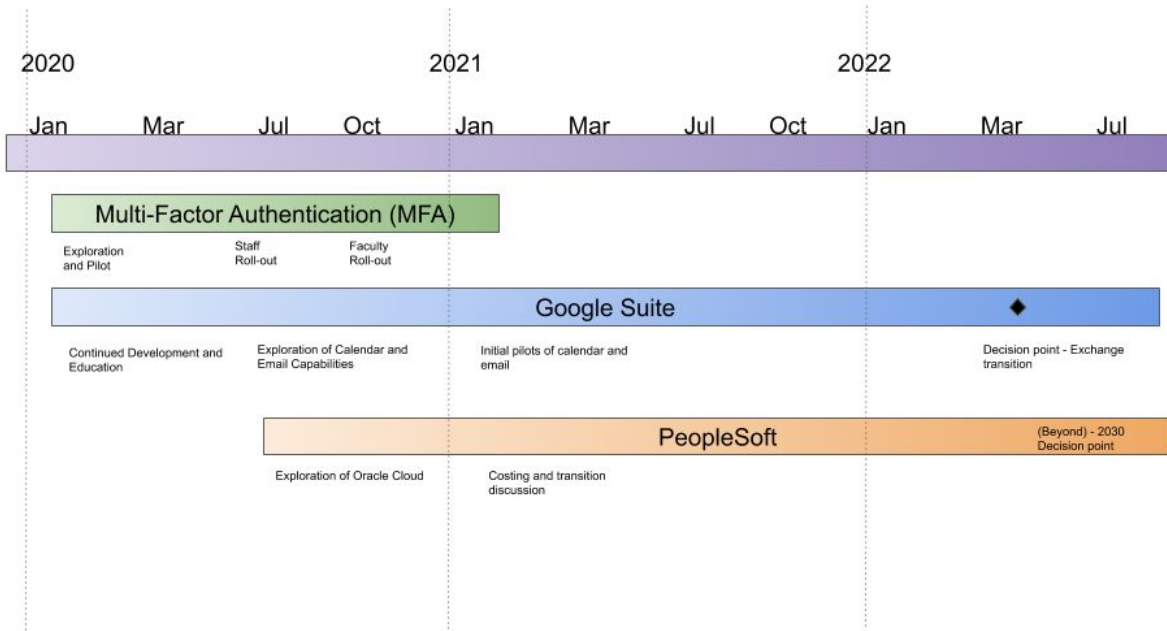
Andrew asked about our relationship with other institutions, for example a cluster such as the NW5. Jeremy shared that we have several coalitions, including one with MS products. Many large companies, however, do not do negotiations.

Jeremy encouraged us to send anything that we notice in regards to security to him.

**V.** The meeting was adjourned at 11:56am.

Respectfully submitted by Janet Marcavage

# Appendix A: TS Major Projects, Jeremy Cucco



## Definitions

1. Pilot
  - a. A limited experiment with select individuals or groups in which a series of hypotheses are tested with success criteria identified
  - b. Reports of the outcome of the pilot provided as documentation and briefings to interested bodies and constituents
2. Decision Point
  - a. This is the point in time in which a decision must be made. This is often due to a service no longer being available after a certain point or due to a significant increase in cost or support after that point in time.

## Other Major Continuing Projects

1. Sharepoint to Google Transition
2. Switching infrastructure replacement
3. Wireless on-boarding
4. Analytics and Data Warehouse initiative
5. Classroom media upgrades and standardization
6. Chromebook evaluation
7. Continuity of Operations
8. Risk Assessment
9. System Auditing