Minutes from I.T. Council meeting 11/20/17
Travis Conference Room, Bizzell Memorial Library

Attendees

Patrick Livingood, Co-Chair – Anthropology  Andrew Fagg – Computer Science
Ron Fellhauer – IT  Carol Silva – Political Science
Aaron Biggs – Provost Office  J. Quyan Wickham - VPR
Eddie Huebsch - IT  Al Schwarzkopf – Price College of Business
Chris Cook – CAPS  Jeff Boles - University OUTREACH

Meeting called to order by Patrick Livingood at 10:30

No comments from last meeting notes... notes approved

WPA2
- Vulnerabilities in wifi sessions found
- No known public exploits to date
- 4-step handshake... vulnerability includes spoofing resending of encryption key
- Widely used encryption
- Linux and Android is most susceptible
- OU IT isn’t yet using WPA2, so not vulnerable
- Individual protection
  - Use VPN, SSL (443), avoid public wifi networks, patch as available (end device and infrastructure)

Network Outages
- daytime outages
- last one started with hardware failure... software patching issue... loss redundancy
  - new procedure will instigate peer review before patching
- Also another one caused by failure in changing firewall rule during business hours

Network Issues
- Eddie: Have had uptime problems with shared services
  - will focus on uptime, then storage rates, etc.
- Al: There is a problem with wireless responsiveness in large classrooms... slowest speed sets classroom-wide speed: Adams 155/255
  - Could we set a minimum speed to log into wireless as solution?
  - Could we make sure OU IT Store sells an inexpensive adapter?
  - Newer network hardware may also mitigate these issues by subdividing traffic into channels
- Communication
- Devon had firewall rules changing... caused some problems
  - would have been good to know in advanced
    - with Devon, transition to new sysadmin caused communication issues
  - IT will review change policies regarding notifications
    - over-communication as standard
- Communication from IT to OU
no issues with too much communication
how is IT thinking of communication?
  • IT doesn’t want to over-communicate, so what is appropriate cadence
  • add this to a future ITC agenda for discussion
  • targeting audience issue...
    ▪ maybe a levels option or someplace to go to get more information
    ▪ maybe running log someplace
    ▪ figure out who needs what information
  • project based communication
    ▪ IT could re-market communication information
  • add better searching capabilities and blogs
  • push vs pull information
  • website was updated, text messaging available
  • might be more effective to customize information depending on loggers in user

• Email phishing
  • perhaps isolate IT communication off of email?
  • notification to check messages

• Just in time information need
  • esp regarding new faculty/students or needs during research/instruction
  • on-boarding with One in progress for faculty
  • Perhaps modeling user needs

• software upgrades can be confusing,
  • esp regarding compatibility with OS updates and MS Office

• Software licensing for affiliates
  • can only license to faculty/staff/students

• Mac/PC issues regarding software in Price
  • Virtual machine... but bootcamp not a good solution?

Password change
• One angry message since last meeting
• But otherwise relatively quiet regarding issues/complaints
• Next big round of password changes coming up

No December meeting. Will reschedule January meeting by email

Spring agenda items:
• 2-factor authentication
• Communication