

Group: Information Technology Council 2019-2020
Subject: Minutes for ITC Monthly Meeting
Date: Monday, September 16th, 2019, 9:30-10:30
Location: Bizzell Memorial Library, Travis Room

Recorder: Aaron Biggs

Attendees: Andrew Fagg (CS / Co-Chair), Jeffrey Boles (Outreach / Co-Chair), Aaron Biggs (Provost's Office), Chris Kobza (IT), Daniel Deering (VPR), Nicholas Key (IT), Mark Morvant (Provost), David Horton (IT), Patrick Livingood (Anthropology), Bently Smith (Sooner Card), Jon Kratz (Social Work), Darin Fox (Law)

Transition of Email Accounts - Nick Key

- Waiting on final feedback from President's Office
 - Retirees had reached out to President Office, so IT felt the final decision was best left to the President's Office
- Alumni accounts will transition to alumni.ou.edu
 - Automation is now in place to create new alumni accounts
- Andy Fagg: Faculty who leave / retire: There is a need for professional identities (emails listed in publications, etc...)
 - Emeritus faculty will maintain accounts
 - Others can request a sponsored account (reviewed annually)

Multi-Factor Authentication - Nick Key, David Horton

- Risks include:
 - 90% of email coming into the University is spam or a possible security risk
 - Compromised accounts can generate internal email. These are not passed through ProofPoint (which checks for dangerous URLs)
- Phish-Prone: internally sent phishing emails to subset of email population to estimate risk
 - 6,000 samples sent to full time faculty and staff
 - 11% clicked through
 - 164 entered their credentials
 - Extrapolate to 90,000 accounts: thousands of accounts at risk
- September 25: rollout for Multi-Faculty Authentication (MFA)
 - Off campus access to Office 365
 - Coming: on and off campus access to HRMS, Direct Deposit will require MFA
- Communication:
 - Starting September 25, the following populations will be moved to Duo (weekly): freshmen and sophomores, then juniors and seniors, then faculty and staff, and graduate students. Rollout is staggered so service desk does not get overwhelmed
 - Faculty will get special email message
 - Message will also go out in Provost Newsletter, Deans Council; IT might start using the Deans, Chairs/Directors mailing list for more direct communication

- Will try to do something with the OUDaily
- AskIT article has been updated
- Authentication with Duo:
 - Can save a number of one-time use codes just in case you can't access Duo from your mobile device
 - Text (SMS)
 - Voice call
 - Most secure: use mobile app. Can get push notification & can configure for Touch ID
 - Hardware token (purchase)
 - Time to remember is currently set to 14 days, but will depend on location, and on the type of service.
 - HRMS more stringent
 - Direct deposit (Every time)
- Support for students
 - Student sponsorships for hardware token for rare cases
 - Nick Key will reach out to Advisement (Kathleen Shea Smith)
 - Mark Morvant: some funds might be available from Student Affairs
 - Compass Network would be a great point of contact
- Ben Smith: What if someone needs to reset Duo information?
 - Same as resetting email or other account information
 - AT HSC they have to show ID to do this
 - OneCard will reach out to Justin Davis to get new resetting process
- Setting up Duo
 - Some concern for those that are less technologically savvy: QR code may not be clear and the email link is hard to find.
 - Can we update that page? Probably not, but Nick Key will check
- David Horton: Duo is connected to Phish-Prone

Computer Standardization - David Horton

- 20,000 devices on campus
- Exceptions:
 - 7% of requests were approved exceptions
 - 0.7% of requests were not approved exceptions. Many are resubmitted with better documentation
 - Most research exceptions are denied for mismatch in use case or for machines sourced from local vendors (e.g., Wal-Mart)
 - Other denials come from incomplete information. Give IT enough information to say "Yes" to a request
 - Standard mods: exceptions that are small changes to computers on the standard. These are generally approved
- Tweaking the models based on the exceptions. New model changes in Dell line
 - Desktop Models
 - Optiplex 7470 All-In-One replaces the Optiplex 7460 All-In-One

- New features include a 9th Gen Intel Processor, 16Gb RAM and a height adjustable stand
 - Optiplex 3070 SFF replaces the Optiplex 3060 SFF
 - Now with a 9th Gen Intel Processor
 - Precision 3431 SFF replaces the Precision 3430 SFF
 - Now with a 9th Gen Intel Processor
- Laptop Models
 - Latitude 5400 replaces the Latitude 5490
 - Now with a 1920 x 1080 screen resolution
 - Precision 5540 replaces the Precision 5530
 - Now includes a 6 cell battery
- Research computing
 - Andy Fagg: Weather Center: Want to augment existing servers
 - Most concerns are one-off purchases for infrastructure and storage
 - Process is taking very long
 - David Horton: This is not under the current standard. Infrastructure process has not been developed yet. IT is working on it.
 - IT wants to understand server and infrastructure needs better so they can build a standard model for research computing
 - Meeting with Weather team every two weeks
 - Goal: identify opportunities to leverage existing infrastructure
 - Intent is not to slow down the process, but there is some additional IT scrutiny
 - David Horton: Do we need a research review group for research computer exemptions? Looking for process improvement.
 - Large purchases can have implications for space, power, cooling. These cases may ultimately need review by the engineering team.
 - Mark Morvant: This might take longer to have another review committee. Could just pass this though the VPR office. This could then trigger review by the engineering team.

IT Policy, Standards & Procedures Program - David Horton, Nick Key

- Trying to be as transparent as possible as Policies, Standards and Procedures are developed
- Review and submit a comments:
 - <https://share.ou.edu/sites/OUITSystemSecurity/SitePages/OU%20IT%20System%20Security%20Policy,%20Standard%20and%20Procedure%20Request%20For%20Comments.aspx>
- Can send comments as an individual or as a group
- IT will aggregate comments at some point and updated the documents
- ITC will generally try to aggregate comments and send them in one block
- Questions, but not specifically comments on policies?
 - Send them to April Lee (April-Lee@ouhsc.edu) or Lynnetta Eyachabbe (leyachabbe@ou.edu)

Email Filtering

- Some filtered mail goes to spam or clutter folders on Outlook
- Can login to spam.ou.edu to check for other email that has been filtered
 - Some faculty are still missing email after these checks: work with IT on these (but have to know that they are missing)
- IT can delete directly from your inbox if they have identified a specific threat
- MailChimp/Constant Contact are used by spammer, too. These sources are hard to block

Site-Level Licenses for Educational Software / Services - Nick Key

- Hold for next meeting