Group: Information Technology Council 2020-2021
Subject: Minutes for the ITC Monthly Meeting
Date: Monday, December 21st, 2020, 8:00-9:00am
Location: Zoom

Recorder: Aaron Biggs
Attendees: Andy Fagg (Computer Science), David Horton (OU IT), Aaron Biggs (Provost Office), Nick Key (OU IT), Eric Boyd (EM), Aaron Baillio (IT), Edward Reali (SGA), Jeremy Hessman (IT), Kevin Buck (IT), Corey Helms (IT)

MyMedia - Jeremy Hessman / Kevin Buck
- Andy Fagg
  - Servers are slow to respond (UI)
  - Around thanksgiving, visibility policy changed
- Jeremy Hessman
  - Kaltura is migrating all content to AWS
  - Expect to finish in Feb or March 2021
  - Visibility changes: spoke with Kaltura and other customers
    - Private videos should not have played
    - "Embed" overrode individual privacy settings
  - Workaround
    - Use media galleries and media galleries playlists instead
    - Jeremy is working on documentation
    - Better for multiple sections (publish to multiple courses in Canvas at the same time)
    - Ready before spring semester starts
  - Looking at hiding the Embed feature in MYMedia to alleviate potential confusion
- Andy Fagg
  - A playlist that he had embedding in Canvas, students could only see part of the playlist on Canvas, but could go to MyMedia to see all of the videos
- Jeremy Hessman
  - Katura stopped building the backend security for embedded playlists. Focusing development on media galleries.
  - Pushing users toward media galleries for LMS. Playlists will still work for other external uses
  - You have to add media galleries to Canvas navigation.
- Andy Fagg
  - Not clear what information needs to be saved vs auto save in MyMedia interface
- Jeremy Hessman
  - They will work on documentation to make that clear
  - Also will share feedback with Kaltura

Single Sign-On - Nick Key / Aaron Baillio
- Andy Fagg: Some sites use 4x4 and others use email address
- Nick Key
  - True SSO uses either
  - The challenge is that we would prefer email address (best practice)
  - Takes time to transfer all of the systems to SSO. IT does not control all systems.
- Aaron Baillio
  - When launching SSO, they wanted to keep the ID flexibility
  - Office 365, next year will be migrated to SSO
  - Did close RFQ, to supply centralize identity platform services
  - Help provide single experience for all campus for identity management
  - SSO, MFA, Identity Governance

Campus Network / VPN - Andy Fagg / Aaron Baillio
- Andy Fagg
  - Networks are limiting access to some computers
  - Please engage with machine owners before turning off access. Can affect research.
  - VPN support for Linux is not functional
  - Solar Winds Hack: What is our status?
- David Horton
  - Remove access technologies (RDP): when a compromise is detected, they immediately lockdown the network with no notice
  - Planned changes with will try to coordinate
  - Solar Winds: they cannot disclose active investigation
- Aaron Baillio
  - They don't know why Andy access was removed; they usually contact the owner of the system
  - They did shutdown some labs with remote access. Might have spilled over to his machines
  - We are developing a remove access policy, SSH, remote desktop, VPN; will go through normal comment period
- Andy Fagg
  - We need to have access for remove data collection system that need to SSH back into campus
- Aaron Baillio
  - The intent is not to prevent the connections. We need to document the connection, who, what, why, ...
- David Horton
  - This has to change. We need to secure the "open campus" network. Need to rethink with research in mind.
  - "You want it safe, we need it safe"
  - We are losing the battle with the old ways of handling security

- Andy Fagg: Who should we work with for a longer plan?
- Aaron Baillio:
  - Work with Chad Miller or Aaron Baillio
  - We will have ways for researchers to access their systems
- Solar Winds
  - Had compromise of one of their releases; malware embedded
  - Allows command and control to outside
  - Attributed to Russian government agency
  - We do use Solar Winds for network management
  - We had the compromised version installed, but had already patched to most recent version
  - They are doing a forensic analysis to see what might have been affected in late Spring
  - They are taking all of the recommended precautions
- Edward
  - MFA to Pulse connections?
- Aaron
  - Pulse is going away
  - Move to Palo Alto networks
- David Horton
  - App and desktop virtualization for data center access are one of the standard data access practices
  - We want to be transparent, but don't want to release all information on ongoing investication efforts.

Research Computing - David Horton / Nick Key / Corey Helms
- Andy Fagg
  - IT is a small part of the research computing purchase requests
  - Is almost 6 weeks before computers arrive; delays are affecting research
- Nick Key
  - Part of this is related to pandemic. Global supply chain is slow.
  - Non-standard purchases also add time
  - We wanted to add some bench stock, lifecycle management, etc back in Feb.
  - Still looking at having some access to bench stock so we can get our computers faster
  - They are looking at some internal process improvements, but most of the delay is currently with the vendor
- Andy Fagg
  - Some delays are from the processes up to and including purchasing (so, before the vendors)
- David Horton
  - Biggest delays are with the vendor

- - We do need to streamline end-to-end purchase. That will help, but still have a lot of delays from vendors
- Nick Key: Please send Nick specific issues so they can track down the bottlenecks
- Andy Fagg: Moving departmental computing to IT data centers
- Corey Helms
  - Look in service catalog https://itsupport.ou.edu
  - Norman service portal → Research → Research Collocation
  - Complete listing of what's included in the service
  - Some needs maybe need to be negotiated
  - Would like to provide the best possible space for research
  - Can also support non-research collocation as well
  - Our solutions design group will help
- Nick Key
  - When should researcher use Research Collocation vs regular collocation?
  - Only when in direct support of research.
  - They will clarify the charges (if any) before anything moves into data center.
- David Horton
  - There's no charge (central IT is paying for this)
  - Savings are from centralization and standardization
  - Helps us secure data (our private cloud)
- Corey Helms
  - Our data centers are redundant and secure. Can take a direct hit from F5 tornado.

Meeting end, 9AM