Group: Information Technology Council 2020-2021
Subject: Minutes for the ITC Monthly Meeting
Date: Monday, April 19th, 2021, 9:00-10:00am
Location: Zoom

Recorder: Andy Fagg
Attendees: Andy Fagg (Computer Science), David Horton (OU IT), Aaron Biggs (Provost Office), Nick Key (OU IT), Aaron Baillio (IT), Edward Reali (SGA), Konstantinos Karathanasis (Music), Jonathan Kratz (Social Work), Daniel Deering (VPR), Jenel Cavazos (Psychology), William Poillion (Extended Campus), April Dickson (IT), George Thomas (IT), Chris Jones (IT), Henry Neeman (OSCER)

Sales Force (Chris Jones)
- Salesforce: Customer Relationship Management (CRM) system used to track information about individuals at OU
- For Norman undergrads, Slate is still used for this purpose
- So far, individual groups have been responsible for setting up Salesforce for their own purposes
  - Have each been engaging 3rd parties to do this and to do the support
  - IT is trying to build this capability at OU (to supplant the 3rd parties)
  - Have ½ FTE from Salesforce to advise on these processes
  - CRM governance committee to help advise, too
- Event Management
  - Multiple solutions being used across the OU campuses
  - Want to move toward EventBright for everyone
  - Edward: what services are being integrated?
    - Admissions, recruiting, event services, student success, marketing
  - EventBright is also available to faculty

Research Computing (Henry Neeman)
- New supercomputer
  - Deploying first components now
  - Expecting to be in "friendly user" mode by Fall (as opposed to "user friendly")
  - Existing hardware from Sooner will move gradually over to the new system and be in service until 2024
  - In parallel, new components will be purchased annually
  - Have some A100 GPUs (Nvidia) & will continue to add these
  - Burst buffer flash disk:
    - Before job execution, files will be migrated from slow storage to this burst buffer, allowing for better use of the processors
    - Bring up during summer 2021
- Working on OUrCloud hardware and software refresh
- Research storage

- - ○ Model: research groups purchase media. OU IT covers maintenance, power, cooling
    - ○ OUrDisk:
        - ■ Full production during summer 2021
        - ■ Purchase in units of $1000/slice (10TB)
        - ■ Fast access within the data center
        - ■ Mirror is possible with HSC (this doubles the costs)
        - ■ Can mount onto other research systems (e.g., with NFS)
    - ○ OUrStore: tape archiving system
        - ■ Replacement for PetaStore
        - ■ Capacity: 100 Petabytes
        - ■ Expecting cost of $6/TB
        - ■ Available to other EPSCOR institutions
    - ○ HIPAA-compliant storage
        - ■ Expecting to be available late 2021 or early 2022
        - ■ Only accessible within OU
- Aaron: will the chip shortage affect deployment?
    - ○ No
- HIPAA compute/storage area
    - ○ Will require accounts separate from those in the public area
    - ○ Individual users responsible for managing the proper copying/management of data
- Computing purchases through Amazon
    - ○ Even small, embedded processors are being flagged as needing review (and being delayed)
    - ○ Can we add a prompt at Amazon that asks if the funding source is external?
        - ■ Already have a comment section available during purchase

IT Policy Updates (April Dickson):
- April will attend these monthly meetings so we can be kept up to date & provide feedback
- Information classification standard: open for comments
- End user device security policies: open for comments
- Independent briefing this coming Monday @10 am
- Holding virtual office hours every 3rd Thursday of the Month 10-11am (Zoom) starting in May

Security (Aaron Baillio)
- Phishing:
    - ○ Primary path that non-OU actors gain access to our systems
    - ○ OU credential are being sold on the black market
    - ○ Phishing susceptibility ("phish-prone rate")
        - ■ Background rate: 4.3%

- - - OU is 3x higher
    - OU sending fake phishing messages
      - Responding to these will result in training requirements
      - HSC and Tulsa have had this process for the last 1-2 years
      - Rolling out to faculty and students at OU-Norman soon
      - Just purchased a license for knowbe4
      - ITC supports this process
  - Remote desktop
    - Requires VPN to use
  - Carbon black / Crowd strike: will follow up later

ITC for 2021-2022
- Andrew Fagg will continue to be chair (note that his appointment to the ITC ends at the end of 2022)

Meeting end, 9AM