



Minutes from I.T. Council meeting 11/20/17

Travis Conference Room, Bizzell Memorial Library

Attendees

Patrick Livingood, Co-Chair – Anthropology
Ron Fellhauer – IT
Aaron Biggs – Provost Office
Eddie Huebsch - IT
Chris Cook – CAPS

Andrew Fagg – Computer Science
Carol Silva – Political Science
J. Quyan Wickham - VPR
Al Schwarzkopf – Price College of Business
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