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2018 June 5 – Information Technology Council Minutes

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Information Technology Council Minutes

President's Conference Room
June 5, 2018, 8:30 a.m.

I. Call to order/Approval of Prior Meeting's Minutes

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 am in the President's Conference Room, East Tennessee State University.
- b. Members present: Dr. Karen King, Anthony Johnson, Myra Jones, Dr. William (Bill) Hemphill, Dr. David Currie, Andrea Di Fabio, Michaele Laws, Dr. Tony Pittarese, Margaret Pate, Dr. Debbie Dotson, Dr. David Linville, Tisha Harrison. Members absent with permission: Dr. Sam Mayhew
- c. Karen King called for a motion to accept and approve the May meeting minutes as posted. Dr. Tony Pittarese moved for approval, with a second by Dr. Bill Hemphill.

II. Action Items

- a. No items of action were presented.

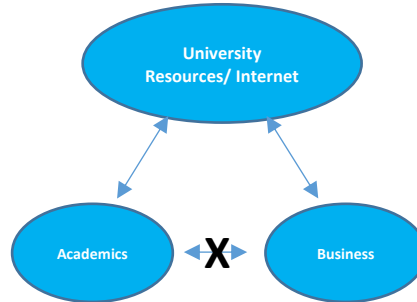
III. Discussion/Information Items – Karen King

- a. Information Security Policy Update – Karen King
 - i. No public comments received regarding the use of NIST as institutional guidelines.
 - ii. Will be taken to University Council for approval of procedure.
- b. Password Management Software – Karen King
 - i. Discussion was made regarding the use of LastPass or KeePass as a University tool for password management. Discussion ended with everyone in agreement that these tools would work on a personal level, but should not be implemented for system, admin, root, and other high-profile security passes.
 - ii. A recommendation from Research Computing came for the use LastPass due to its ability to handle Grant-Required Password Complexity and usage. A campus license would cost about \$12,000 a year.
- c. Password Best Practices – Karen King/ Andrea Di Fabio
 - i. Standards have changed and become more flexible over time with the increased availability and use of biometrics, passphrases, and OS built-in assistants like WindowsHello and Apple's Auto Unlock.
 - ii. Motion was made by Dr. Bill Hemphill to allow ITS to meet, and develop best practices and recommendations for new password schemas. Seconded by Dr. David Linville, and all present were in favor.
 - iii. Andrea will present at the next ITC Meeting a demo of the use of Two-Factor Authentication and it's impact on processes/applications.
- d. [EXTERNAL] Email Tagging is Live – Andrea Di Fabio
 - i. Widespread communication has been in place, and there have been very few complaints/comments.
 - ii. The goal is to help cut down on phishing and/or victims of phishing as well as allow for a more historical tracking of effectiveness.



- e. Cisco Umbrella (block page notification) – Andrea Di Fabio
 - i. Newly acquired cloud-based tool that came as part of the firewall and security suite software purchase that will be used to help protect the campus and its users.
 - ii. Cisco Umbrella is an enterprise level OpenDNS that will be used to block malware, phishing, and command and control pages.
 - iii. The web development team is working on creating customized block pages that will have the options for bypassing, if necessary.
 - iv. A recommendation/endorsement will come from the IT Technical Subcommittee regarding timeline and roll-out, then will be brought to the University Council in August by Andrea and announced as part of a package deal with the changes in the password best practices and policy.

- f. Guest Wireless Re-Architecture – Andrea Di Fabio
 - i. An evaluation of the current architecture has led to the redevelopment and implementation of a new plan/layout. The new structure would allow for guests to access the internet and services that ETSU provides to the internet. Splitting the business and academic resources.



- g. Third Party Server Audit – Andrea Di Fabio
 - i. Internal audit of non-ITS managed servers/services began. In the process of providing all relevant information to Internal Audit.

- h. Account Activate and Password Reset 2FA – Andrea Di Fabio
 - i. Taking to ITC – Technical Subcommittee the proposal to remove @etsu.edu email addresses as an option for the backup email address when dealing with Two-Factor Authentication.
 1. This change will prevent compromised accounts from authenticating themselves and changing log in credentials.
 2. Remaining options for Two-Factor Authentication will be personal phone call/text, personal email, or office phone call.
 3. Will be presented to the Data Standards Working Group for best practices/advisement going forward.

- i. Phone Identity Verification – Andrea Di Fabio
 - i. Over-the-phone authentication process. When individuals contact different units across campus, this would be the way to verify that the caller is who they say they are.
 1. Website login for administrators to text/call person needing authentication to allow them to verify.
 2. Will be presented to the Data Standards Working Group for best practices/advisement going forward.



IV. Subcommittee Reports

- a. Web Steering Subcommittee – Michael Laws
 - i. New internal homepage versus external homepage – How do we label/communicate the change to our users?
 - 1. Recommended to use a toggle switch with the wording “on- off- campus view”
 - 2. Possibly using a cookie to notify new users of the option to change views and then store preference.
- b. Research Computing Subcommittee – David Currie
 - i. Data Storage and Backup Policy approved by University Council
 - ii. Currently scheduling and conducting meetings between the Research Advisory Council and several different groups across campus to address the following eight (8) issue areas
 - 1. Security Data
 - 2. Password Complexity
 - 3. Patching/ Antimalware and Antivirus
 - 4. Unintentional Data Loss/Disaster Recovery
 - 5. Network Access
 - 6. Data Encryption
 - 7. Secured File Sharing
 - 8. Device Tracking
 - iii. Crowdfunding site is now active and a couple of applications have been received.
 - iv. Network scanning shows two (2) Windows XP machines still on the network. Following up with users/owners to get them migrated or secured as necessary.
- c. Technical Subcommittee – Andrea Di Fabio
 - i. Degree Works 5 now available and will be implemented for use by December
 - ii. Continuing to discuss photos in Banner as they will be available starting with Banner 9. Currently discussing with Legal to determine whether or not photos are directory information.
- d. Academic Subcommittee – Myra Jones
 - i. D2L’s new look – Daylight – now rolled out and will be used by all faculty/staff/students. This new look is completely mobile friendly and responsive to screen size.

V. Old Business – None

- a. DMZ Best Practices/Guidelines – Andrea Di Fabio
 - i. Continuing to develop with the ITC – Technical Subcommittee. Waiting for the new firewall and network equipment to be installed.
- b. Cradle-to-Grave Process for Tying Training to User Access – Andrea Di Fabio
 - i. Waiting for further information regarding required training the implementation thereof.

VI. Adjournment

- a. Karen King adjourned the meeting at 9:51 am