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2021 March 2 – Information Technology Council Minutes

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East Tennessee State University, "2021 March 2 – Information Technology Council Minutes" (2021).
Information Technology Council. 29.
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INFORMATION TECHNOLOGY COUNCIL

MINUTES

Zoom Meeting

March 2, 2021 – 8:30am

1. Call to Order

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30am in a Zoom Conference East Tennessee State University.

2. Attendance

- a. The roll was called by Rhonda Broyles.
- b. Members present: Tami Baker, Bonnie Burchett, Joe Chappel, David Currie, Deborah Dotson, Tisha Harrison, Bill Hemphill, Myra Jones, Zee Kazmi, Karen King, Michael Laws, David Linville, Bill Ouchark, Margaret Pate, Tony Pittarese, Beth Wiley.
- c. Invited guest: Justin Smith from Campus Works

3. Action Items

- a. Approval of Minutes from [February 8, 2021](#)
- b. Karen King called for a motion to accept and approve the February meeting minutes as posted. Tony Pittarese moved for approval with a second by Deborah Dotson.

4. Information Item

- a. ETSU Cybersecurity Framework
 - i. Presentation by Justin Smith, CampusWorks Portfolio Executive Leader and Zeeshan Kazmi, ETSU CISO from CampusWorks

5. Discussion Items

- a. Updates – Interim CISO
 - i. Exposure on 2FA for VPN and RDP - update
 - ii. Fortifying the settings on existing Firewalls, Cisco AMP, and Umbrella
 1. Need to review categories for blocking
 - iii. Review of Regulatory frameworks and policy prioritization
 1. Policy needs to be re-written and approved by ITC and sent out for public comment
 - iv. NIST discussion
 - v. Implement MDR service for logging, detection, and response
 - vi. User Awareness Training

- vii. SSO Integration to streamline employee termination access revocation
 - viii. PII Protection on Banner DB
 - ix. Proposed Strategy and Roadmap Draft in review (posted in Teams folder)
 - x. ✓ High Priority focus on Vulnerability Remediation / Backups
 - xi. ✓ Removal and Remediation of deprecated OSES (XP, 7, 2003, 2008)
- b. Updates – CIO
- i. Email for life advice after discussions with others
 - ii. 2 Factor Authentication
 - 1. Quote from Duo in progress
 - 2. ETSU custom applications
 - 3. Communication plan and Deployment
 - iii. Desktop Admin Rights
 - iv. Banner Access Process for ITS and Functional Units
 - 1. Automated process implemented
 - 2. Script will look at last day worked field populated by HR
 - 3. Banner access will be automatically locked the last day a person works
 - 4. Verification of termination of Banner access will take place during the checkout process in TOPdesk
 - 5. Functional units will have define and documented process
 - 6. ITS will work with data custodians to implements principle of least privilege
 - a. Webteam to review process twice a year to see if steps on templates being used are correct or need updated
 - 7. Bi-annual process to confirm accuracy of assigned roles and classes and the validity of privileges.
 - 8. ITS will then remove or re-assign privileges as necessary to reflect accurate business processes
 - 9. Documentation will be maintained by ITS
 - 10. Karen will talk to Lori in HR regarding a list of items for departments to look at after Bonnie shared concerns for system used by Financial Aid
- c. Updates – Interim Assoc. CIO
- i. New DevOps position hire (Joshua Whitlock)
 - ii. CRM Committee to reconvene (mid-March); department project prioritization
 - iii. Outdoor wireless – next phase (Athletic areas)
 - iv. DegreeWorks 5.0.4 upgrade in production now weekend of May 14th
- d. Updates – Assoc. CIO/Chief of Staff
- i. Security Awareness Training
 - 1. Sample email, training program and policy as approved documents are posted in Teams
 - 2. Required training for all new employees and ongoing training
 - 3. Recommended to start with simple training, not phishing
 - 4. Can move forward as group does not need to review

6. Subcommittee Reports as Needed – None

7. Old Business - None

8. New Business, Announcements, Updates - None

9. Adjournment

a. Karen King adjourned the meeting at 10:02am.