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2021 November 9 – Information Technology Council Minutes

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Information Technology Council

Minutes

Zoom Meeting

November 9, 2021 – 12:00 p.m.

1. Call to Order

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 12:00 p.m. in a Zoom Conference at East Tennessee State University.

2. Attendance

- a. Members present: Tami Baker, Bonnie Burchett, Joe Chappell, David Currie, Lindsay Daniel, Deborah Dotson, Bill Hemphill, Myra Jones, Michaele Laws, Rob Nelson, Karen King, Margaret Pate, Tony Pittarese, Charles Rodholm, Beth Wiley
- b. Absent: Tisha Harrison, David Linville

3. Action Items

- a. Approval of Minutes [October 5, 2021](#)
 - i. Karen King called for a motion to accept and approve the September meeting minutes as posted. Bill Hemphill moved for approval with a second by Debbie Dotson and the motion carried.
- b. Network/Security Subcommittee Recommendation
 - i. The Networking/Security subcommittee recommends that admin access on ETSU computers be removed. ITS security should begin the process to find software/solution to provide users with a process to request elevation.
 1. Many devices on campus that are infected or have vulnerabilities are because it takes admin access on the device to be installed maliciously. We need to address the vulnerabilities and institutional risk while not creating a barrier for employees to be able to do their job. Security group is looking at software options that would allow users to auto-elevate for software install, and then would revert to regular user access.
 2. Other institutions do not permit admin access. Karen has not yet met with Faculty Senate. Karen reviewed the Access Control Policy and the language included is consistent across the State. The principle of least privilege is included already in our current policy.
 3. Rob believes we are already in violation of our own policy. The software would be a rolling process. Software could be whitelisted and be installed without admin access.
 4. Charles had two demos in the past two days for software & had a call with a third today that was promising and has a demo next week. The subcommittee will provide a full report once all demos are complete.

5. Comments included researchers will be highly affected, Bill mentioned to Faculty Senate, communication should be clear about being proactive, should involve the IRB early in communication, define ETSU device, how would it work on different operating systems & virtual machines for dept servers, would it include those who have downloaded their ETSU account on personal devices, would include any device that is joined to the domain, we do have mobile device management so need to be clear how it will affect all devices, software being demoed would permit Whitelisting of devices & software where needed, need compensating controls, security team is working on templates for segmentation, Bill volunteered his lab to pilot the implementation (contact Dr. Keith Johnson or Dean, DM / Computing / Eng & Eng Tech will be affected, suggests pilot with health science researchers, Tami has a set of laptops that can be used to test how loaner laptops would work.
 - ii. **ACTION:** Admin access will no longer be the default configuration in compliance with our current policy with the caveat that we will find a solution to permit necessary access. Motion by Lindsay Daniel with a second by Bill Hemphill and the motion carried unanimously. Karen will continue to provide updates. No communication or implementation plan at this time.
 - iii. [Current Access Control Policy](#)

4. Subcommittee Reports

- a. Web Steering Subcommittee – Michaele Laws
 - i. “Pathways” pages coming soon
 - ii. Design Refresh coming soon, is currently live on Admissions
- b. Research Computing Subcommittee – David Currie
 - i. Data hygiene practitioner program is almost ready
 - ii. Presenting to Research Advisory Council tomorrow
- c. Security and Network Subcommittee – Rob Nelson, Charles Rodholm
 - i. Email forwarding
 1. Affects 82 faculty members, will have to turn off, communicate, bring back to committee
- d. Banner Subcommittee – Chair Beth Wiley
 - i. Potential BDM upgrade, 5 years old, needs to be updated
 1. Banner crashed unexpectedly last week due to a bug in Oracle, planned patches were pushed, appears to be resolved
 - ii. Patches installed 11/14
- e. Academic Subcommittee – Myra Jones
 - i. New D2L contract 1/1/22, training for analytics & analysis tool, can retrieve data from D2L, down to 26% noncompliance
 1. Send list of medical people to Lindsay, ‘required’ training
- f. Data Governance – Joe Chappell

- i. Data governance and general reference guide being drafted for those who use Banner for data, distinguish data owner and data custodian owner and make them consistent with industry standards
 - 1. Charles volunteered to chat regarding how the data owner/custodian owner piece will affect what the security team is doing.

5. Discussion Items

a. Destruction of IT Assets & eWaste – Lindsay Daniel

i. Current eWaste Process

1. All ETSU IT assets go through the PASTA program where assets are triaged and then separated for donation, sold as surplus, or recycled.
2. ETSU IT assets 8 years old or older have the hard drives removed and securely destroyed, and the assets are transported from PASTA to the eWaste trailer located at Central Receiving.
3. ETSU IT assets are picked up by the eWaste vendor Southeast Recycling and securely destroyed.

ii. Newly Proposed eWaste Process

1. ETSU IT assets less than 8 years old go through the PASTA program where assets are triaged and then separated for donation, sold as surplus, or recycled.
2. ETSU IT assets 8 years old or older bypass the PASTA program and are transported directly to the eWaste trailer with hard drives intact.
3. ETSU IT assets are picked up by the eWaste vendor Southeast Recycling and destroyed.

iii. Associated Risk of Proposed Change (assessed by Lindsay Daniel, Associate Counsel)

1. If the proposal is accepted, ETSU IT assets containing data of various levels of sensitivity (e.g., HIPAA, FERPA, Personally Identifiable Information) would reside in the eWaste trailer with their hard drives intact.
 - a. Central Receiving indicates the trailer is locked.
 - b. Central Receiving indicates the trailer keys are available to 2 (two) individuals.
 - c. I have inquired from Jeremy Ross about the physical security (e.g., cameras) where the trailer is located.
2. The institution has a contract with the eWaste vendor that shifts liability once picked up by the vendor. They are legally obligated to protect and secure our assets once they are in their possession. Liability would remain with the institution while assets sit in the trailer.

iv. Committee concerns & discussion

1. Physical security of the eWaste trailer, a lot of devices from QCOM have their hard drives and memory removed

2. No action taken, Lindsay to ask Jay Seehorn & Dave Robinson for proposal of alternative location for storage of eWaste that includes higher level of security.
- b. Huron Update – Myra Jones
 - i. Working on Huron engagement and project timeline, Huron in Phase 3b, 30 interviews conducted and talked to many campus stakeholders, Huron meeting with Myra and Karen tomorrow, will provide the committee with next steps.
 - c. Updates – CIO
 - i. Active Directory files and Security
 1. AD files and email accounts get created when students apply, when employees are hired and leave, etc., numerous extra accounts that sit dormant and could be taken over for malicious activity. Steve has compiled the numbers and we have more accounts to be scanned than our umbrella license allows.
 2. Steve is working with Alumni to get those who graduate switched over to a new tenant and then can begin purging unused accounts.
 3. Karen has discussed this with the President’s Council and everyone understands this is a significant problem.
 - ii. ERP Updates
 1. UT Knoxville put out RFP and received two responses, Oracle and Workday, which provided demos which LGI’s across the state attended, no clear winner
 2. UT will gather info and feedback and will have a contract signed in December or January
 3. ETSU will then decide if we will purchase from UT contract
 - iii. Housing RFP
 1. Equipment installation begins next week with completion prior to the beginning of the Spring semester
 2. Begin marketing to resnet students as soon as possible, Rob is working with Bonnie to communicate with residents in the halls, also need communication with faculty and staff.
 3. Be aware cable is going away, there will be a television service that will be streaming which will change everything that is in the classrooms and other common areas as well when we return to campus in January.
 - iv. Status Portal
 1. ATS has put up a status portal <https://status.etsu.edu/> so you can tell quickly if we are having an issue with O365, homepage, etc.
 - v. Unemployment Fraud in TN
 1. After action report once completed
 - vi. Z Drive Migration
 1. Systems is working on a plan to ask students to move from the Z drive to One Drive
 - vii. Final ITS state audit review this week
 - viii. MSSP in slow progress

- ix. ITS Personnel
 - 1. Telecom Technician
 - 2. Network Engineer
 - 3. Project Manager

6. Old Business - None

7. New Business, Announcements, Updates - None

8. Adjournment

- a. The meeting was adjourned at 1:20 p.m.