

COMPUTING ADVISORY COMMITTEE
Wednesday, October 30, 2019
CTE Conference Room, Morris Library
1:15 p.m.

I. **Call to Order** the meeting was called to order by J.P. Dunn.

II. **Roll Call of Membership**

Members Present: Rich Beach, JP Dunn, Becky Farmer, David Iocono, Ruopu Li, Shannon Newman, John Pollitz, Nick Rahimi, Scott Bridges

Members Absent: Ada Chen, Edward Conrad, Bardh Hoxha, Judi Ray, Chris Woodruff,

Others Present: Jim Jones (SIU Auditor), Wil Clark (OIT), Michael Shelton (OIT), Brian Skouby (OIT)

III. **SIU IT Project Portfolio Updates – Scott Bridges, Brian Skouby, Michael Shelton**

1. **Desktop Replacements** – S. Bridges announced the desktop replacement program will start another round of computer replacements again this semester. There is an emphasis that those departments/areas that have not returned PCs from the last replacement cycle will not be included in this round of replacements until those PCs have been returned to OIT. S. Newman clarified that the computers included in this program are primary workstations for full-time faculty and staff users that pay into the Basic Technology Fee (BTF) and does not include student computers, labs or classrooms.
2. **Identity Access Management (IAM)** – B. Skouby stated Phase II of the project is in progress. Phase II service and function changes include:
 - Adding Two-factor (DUO) registration to IAM
 - Adjusting grace period for user access. Currently, all users have a 6 month grace period post separation from SIU. Faculty will remain at 6 months, AP Staff to 30 days and Civil Service Staff will drop to no grace period. O365 license will change from A3 to A1+ (reduce mailbox size) for licensing reasons.
 - Utilize Access Request service built into Fischer which will allow users to request access to a service via the self-service user interface. This will replace UDC Request system for Banner, Big Dawg, VPN. B. Farmer asked for advisor access to SSB to be added and B. Skouby will follow up with Amy Eaton to see if this can be incorporated.
 - Remove Net IDs from the system for users that have been gone for a long period of time. There are currently 291,000 IDs listed and we have over-used the number of available licenses. This would affect 100,000 people who are inactive users that have graduated or left SIU and moved on. B. Farmer asked about students that may need access to the system for historical information. S. Bridges noted they are entertaining the idea of allowing a temporary request to access the system.
3. **VOIP** – M. Shelton affirms that SIU has an aged phone system and the underlying cable plant is even older. The cost to replace the cable plant is estimated to be over millions of dollars. Transferring voice traffic to the data network via VOIP would cut those costs by 1/10. OIT is running a proof-of-concept with all OIT departments using Microsoft Teams as the voice solution. If the rollout is successful, after roughly 6 months, they will be looking to add more campus. Network Engineering is looking into aspects of the data network to ensure the network will perform well to support this shift. R. Li asked if a desk phone will still be available. M. Shelton notes that a desk phone will still be available but costly. It is possible to use a headset or even a webcam mic and speakers with MS Teams without an actual phone. He also notes VOIP is not free to call from a data network to the worldwide voice network. There is an intermediate service provider to bridge the two networks.
4. **Security Initiatives on Campus – Scott Bridges**
 - **Windows Encryption Update:** 96-98% were completed but subsequent checks revealed more computers still need to be completed.
 - **MacOS Encryption Update:** IT is currently working to encrypt Apple devices much like has been done on Windows devices in response

- **Windows 7 Support:** Microsoft is dropping support on Windows 7 in January 2020. This prevents PCs from being able to be patched and as such all computers that have not been updated will lose access to the network.
- **Desktop Time-Out:** Screen lockout policy will take effect January 1st. This is an attempt to lock PCs that are logged in but have gone inactive for a given timeframe. B. Farmer asked how long before the screen would lock. S. Bridges stated it is 15 minutes for most users, 20 minutes for labs and 10 minutes for clinical/health settings dealing with sensitive data. Classroom PCs will not be targeted to prevent class interruptions.
- **Security Awareness:** Auditors constantly ask what IT is doing to increase security awareness. October has been Security Awareness Month with 4 workshops throughout the month and a half-day session but due to poor attendance in each session by non-IT employees, IT is looking into mandated security training to be able to reach the masses. J. Jones notes it is a requirement for state agencies to complete similar training. Suggestions have been requested and can be shared via Teams for ideas to implement this training. JP Dunn stated D2L has a software option that may organize all required trainings.
- **Ransomware:** This is a concern as more businesses have been affected in the region like SIUE and River Radio Group. When affected, a PC is locked and you need a key to unlock that can only be obtained by paying the ransom. It is recommended to use MS OneDrive as a comprehensive backup solution to allow for file recovery. JP Dunn asked if OneDrive is susceptible to a ransomware attack. S. Bridges states that Microsoft has stated a PC that backs up to OneDrive will also be affected but they will have a backup of OneDrive for up to 30 days. S. Bridges asked what kind of resistance will be received by auto-implementing a backup to OneDrive from users on campus. R. Beach stated a researcher may not want their data in the cloud. B. Farmer stated those with sensitive data may not want that data in the cloud. B. Skouby stated sensitive data, technically, should not be stored on a computer. S. Bridges affirms OneDrive is encrypted. He also notes those using DropBox should be using OneDrive. OIT has no control over DropBox. R. Li asked if there is a max cap on storage space. W. Clark noted the regular cap is 1TB to start but OIT has control to increase space. Individual file size max is 20GB which is a limitation to the platform but Microsoft work has increased historically.
- **Two-Factor Authentication:** OIT is working with our identity management system to incorporate two-factor for our single sign on systems which include: Email, SalukiNet, D2L, Banner, MoveIT, DegreeWorks etc. OIT is looking to spring to do an opt-in timeframe for gradual adoption and a required roll out to the rest of campus next summer. J. Politz asked how students will be affected. S. Bridges stated Email and SalukiNet are the two systems they would use. B. Skouby noted multifactor is common for students in gaming worlds already. S. Bridges noted a social engineering experiment they did where 18,000 emails were sent to students. 26% opened the email. 46% of those clicked the link and many clicked the link more than once so students must be included in two-factor authentication.
- **Password Manager:** OIT needs a place to store passwords and S. Bridges is looking into getting a license for LastPass all of OIT and asked the group if a site-license would be beneficial so all campus users had access. Most agreed it would be beneficial. JP Dunn stated he uses Keeper.

IV. Open Questions: S. Bridges asked if there were any questions. B. Farmer asked about an update to faculty grading in SSB 9 for December. B. Skouby believes the issues that caused the rollback in August have been resolved but is not sure if both methods will be available in the fall.

V. Approval of Meeting Minutes – The July meeting minutes were not approved. S. Newman will bring them up at the next meeting.

VI. Adjournment

Motion: S. Newman

Second: B. Farmer